



SECURITY OPERATIONS PROCEDURES

SEAPORT CRUISE VESSEL FACILITY

TAXI & LIMOUSINE OPERATING GUIDELINES

Issued by the:

Halifax Port Authority

1215 Marginal Road
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PART 1: INTRODUCTION

All companies and drivers operating on Port property managed by the Halifax Port Authority (“HPA”) and possessing a Halifax Port Authority Decal must comply with the Rules and Regulations and the Policies and Procedures as set forth by the Halifax Port Authority. A decal issued with the Halifax Port Authority **is a privilege** bestowed on taxi drivers who comply with HPA’s Operating Guidelines. Any driver not in compliance with the Operating Guidelines will not be granted a decal and will not be allowed to service the cruise ships. If a driver does not display a valid decal they will not be able to operate on HPA property during cruise season.

All drivers who submit an application must present their original bureau-issued taxi driver’s permit, Nova Scotia Drivers License and their confirmation email from registering when picking up their decal. Drivers will not be serviced if it cannot be produced.

PART 2: DEFINITIONS

When used in these Operating Guidelines the following words and phrases shall have the meaning set forth in this section unless the context clearly indicates that a different meaning is intended:

- a. **Administrative Action** - Any suspension or revocation of driver or commercial operator privileges imposed for the violation of the Operating Guidelines, HRM By-Law T-1000, or any other law, statute, or ordinance of any governmental agency.
- b. **Decal** - The decal issued by HPA; Any decal issued by the HPA for the purpose of providing on-demand or contract (when applicable) transportation for passengers.
- c. **HPA** - Halifax Port Authority.
- d. **Driver:** Any Person who drives or is in actual physical control of a taxi cab or limousine, whether owner of the vehicle or hired by the Operator.
- e. **Operator** - Hospitality professional who organizes tours and provides support to customers.
- f. **Port** - Lands managed by the Halifax Port Authority.
- g. **Queuing Area** - An area determined by the HPA used to dispatch taxi(s) and/or limousine(s) to Pavilion 22, Pavilion 20 or other locations as required. This same area will also be used to stage extra buses when required.
- h. **Staging Area** - An area intended for two (2) taxis and two (2) limousines while a cruise vessel is docked at Pavilion 20 or other locations as required by the HPA.

PART 3: OPERATING GUIDELINES

Taxi services at the Port shall be governed by all applicable laws and ordinances, executed licenses, agreements and permits and by these Operating Guidelines (as revised from time to time). All persons engaged in taxi service from the Port – whether as operator, driver, employee or representative of an operator, or otherwise – shall at all times comply with these Operating Guidelines.

Any person who in any capacity engages in taxi service at the Port in such a manner as to violate any provision of these Operating Guidelines is subject to enforcement actions as herein provided, in addition to any civil, criminal, or administrative sanctions otherwise established.

In considering any suspension or revocation of operating privileges, the HPA may consider actions taken by the operator to act responsibly, take disciplinary measures, mitigate damage, or otherwise take appropriate corrective action.

PART 4: RULES OF CONDUCT

All laws under the *Motor Vehicle Act*, R.S., c. 293, s. 1., and *HRM By-Law Number T-1000*, shall be adhered to while operating on Port property. This includes any onsite traffic control and/or enforcement directives.

REQUIRED TAXI DECAL AND DISPLAY

Drivers who wish to provide taxi service to cruise ship passengers from the Port will be required to obtain an annual taxi decal. Decals issued by the HPA shall authorize the specific driver who applied for the decal to provide taxi services from the Port. The decal DOES NOT authorize other drivers using the same vehicle as the applicant to provide taxi services from the Port. Each driver must be separately authorized and decaled by HPA before providing taxi services from the Port. Drivers must renew their registration annually. The passes will include an expiry date.

Prior to commencement of service, Drivers **must** have the required HPA issued Decal(s), displayed in the front windshield in the upper right corner (driver's side)

STAGING AND QUEUING AREA

All taxis operating on Port property must report to the Queuing Area prior to ship arrival. Taxis are not permitted to park in Queuing Area more than one (1) hour prior to ship arrival. HPA will not provide Staging and Queuing Areas for any vehicle to carry more than eight (8) passengers. Taxis and limousines are to marshal at the Queuing Area on a first-come, first-served basis and be dispatched to the Staging Area(s) as required. This process is controlled by the HPA Cruise Security Detail.

INSURANCE REQUIRED

Taxi drivers shall maintain the minimum insurance requirements as set forth by their respective jurisdictions. **Vehicles with personal/family/non-commercial insurance policies are not permitted.**

DISPLAY OF DECALS ON VEHICLES

Prior to commencement of service, drivers **must** have the required Decal(s), issued by HPA affixed to the taxi at all times in the manner prescribed by HPA. Decals issued by HPA will be displayed in the front windshield at all times in the upper right corner (driver's perspective looking outside; upper left corner looking at the vehicle from the front outside) of the windshield below the windshield tint line.

TRAFFIC CONTROL AND ENFORCEMENT

Taxi drivers must obey all rules of driving courtesy, speed, and safe operation **at all times**. All drivers are subject to on-site traffic control and enforcement directives issued by Law Enforcement Officers or such other personnel as may be designated HPA.

LOADING REQUIREMENTS

All taxis waiting to load passengers must be positioned in spaces designated by HPA at the noted stands; Pier 20, 22, and 23. Drivers are prohibited from loading/unloading in crosswalks and in through lanes. Drivers are expressly prohibited from double parking to load or unload passengers and their luggage. Drivers must refer any person to one of the noted stands.

SAFETY

Drivers shall follow all applicable regulatory legislation and guidelines.

ENVIRONMENTAL

All drivers are responsible for taking the following steps should an environmental incident occur on property managed by HPA:

- Immediately report the incident to Cruise Security Detail;
- Immediately control the area;
- Remediate the area impacted by the incident; and,
- Provide a report detailing the incident and measures taken to remediate must be send to cruiseops@portofhalifax.ca and environment@portofhalifax.ca

FULL SERVICE

Taxis must be able to provide full service for all visitors. Full service requires drivers to pick-up and drop off in all HRM Taxi zones.

NO DIFFERENTIATION BETWEEN SHORT AND LONG HIRES

Taxis and limousines are hired on a first-come, first-served basis in the designated Staging Area(s) for fares. There shall be ***no differentiation for short or long haul hires***. Customers are encouraged to take the first taxi/limousine in the line. However, it is the customers choice.

EXTERIOR CONDITION OF VEHICLE

The exterior condition of taxis shall be maintained in a clean, undamaged condition and present a favorable appearance. Exterior shall include body paint, all glass, tires, hubcaps, headlights, taillights, grills, bumpers, and body trim.

DRIVER TO REMAIN WITH VEHICLE

Taxi drivers shall not leave their vehicles unattended and shall remain in, or by, their vehicles while waiting at the Staging and Queuing Areas. If a driver leaves the staging or queuing area (for **any** reason) and returns, they are to return to the queuing area at the back of the line. Vehicles are not able to depart and return to the same spot in the Staging and Queuing Areas.

CONDUCT OF DRIVER

Drivers shall conduct operations in an orderly and proper manner so as not to annoy, disturb, or be offensive to customers, patrons, tenants, or other stakeholders on Port property.

COURTESY OF DRIVER

Drivers will be courteous at all times and will assist passengers at curbside with their luggage in and out of their taxi.

FARE REFUSAL

Drivers shall not refuse a fare.

DISABLED PASSENGER ACCOMMODATIONS

Drivers **MUST** accommodate customers who are disabled, have special needs, and/or are traveling with a service animal. If the vehicle cannot accommodate a disabled passenger due to safety reasons, then the driver will be given the next available load.

DRINKING/GAMBLING/OTHER ILLEGAL ACTIVITIES

No driver shall be or become intoxicated or drunk, use any substance that may cause impairment, commit any act of nuisance, engage in or conduct any form of gambling, or violate any federal, provincial, or local law on Port property.

CELL PHONE AND ELECTRONIC DEVICE USAGE

The usage of cell phones and electronic devices by drivers will be limited only to the HPA-designated staging and queuing areas. Cell phones and electronic devices are expressly prohibited from being used while the driver is actively in transit to or in the process of moving their vehicle between Staging and Queuing Areas.

LOITERING

No driver may loiter or remain overnight on any part of Port property.

DISPOSAL OF WASTE

Drivers disposing of garbage, papers, refuse, or other material on the Port property shall do so only in receptacles provided for that purpose.

RECEIPTS AND PAPERWORK FOR DECALS

Any driver who is questioned by Law Enforcement Officers, Cruise Security Detail, or such other personnel as may be designated by HPA must be able to present the HPA-issued decal(s) upon request. Failure to do so may result in Administrative Action up to (but not be limited to) a suspension of HPA operating privileges and confiscation of the HPA Decal.

PART 5: VIOLATION OF OPERATING PRIVILEGES

Drivers are responsible for complying with all rules of conduct. HPA can take any necessary corrective action to ensure the safety of the traveling public and in the best interest of the operation of its facilities. Nevertheless, drivers are ultimately accountable for their action(s) as it relates to these Operating Guidelines:

VIOLATION OF DECAL

Any violation of HRM By-Law T-1000 and HPA's Operating Guidelines will be considered violation of the terms of the Decal issued by HPA.

OTHER VIOLATIONS

In addition to all remedies provided by law, corrective action may be imposed for any violation, but not limited to, any of the following:

- **Loading/unloading in unauthorized zones.**
- **Unauthorized staging or queuing.**
- **Soliciting fares.**
- **Disobeying regulatory signs.**
- **Refusal of fares.**
- **Unprofessional or discourteous conduct and or use of profane language.**
- **Providing misleading information as to other ground transportation services altering or attempting to alter passenger's choice of service.**
- **Failure to obtain/maintain required permits and licenses.**
- **Failure to obey the instructions of the HPA representatives, Cruise Security Detail, or Halifax Regional Police.**
- **Obstructing roadways/double parking.**
- **Driving in an unsafe manner, including without limitation, speeding, backing of vehicles on commercial drives, stopping in crosswalks to load or unload, or failure to yield to pedestrians and pets.**
- **Violation of meet/greet rules.**
- **Continuing to service cruise ship passengers on Port property when privileges have been suspended**
- **Any other violation of this policy and any laws, statutes, or ordinances of any governmental agency**

Failure to comply will be considered a violation of the HPA Rules of Conduct. For each offense the driver will be issued a violation (verbal or written) and will sent to the back of the queuing area.

These violations may result in (but not be limited to) a suspension of HPA operating privileges and confiscation of the HPA Decal.

PART 6: GUIDELINES FOR ADMINISTRATIVE ACTION

Failure to comply with HPA's Operating Guidelines and/or HRM By-Law T-1000 may result in administrative action as follows and could lead to confiscation of your Decal and a loss of your operating privileges to service cruise ship passengers on Port property:

A **first offence** will result in a verbal warning given by HPA representatives, Cruise Security Supervisor or Halifax Regional Police. The driver will be sent to the back of the queuing area.

A **second offence** will result in a written complaint issued by HPA representatives, Cruise Security Supervisor or Halifax Regional Police. The complaint will be sent to the appropriate Taxi Management company and Taxi Association. The driver will be sent to the back of the queuing area

A **third offence** will result in the driver's pass/decal being revoked and confiscated. Drivers will not be able to work on Port property during cruise ship season without a Decal. Drivers will receive a letter indicating this is the third offence and the decal will be revoked on site. A copy of the letter will be sent to the appropriate Taxi Management Company and Taxi Association.

Additionally, an HPA Security Incident Report will also be completed detailing all the incidents. Reports of individual drivers will be kept on file for a minimum of thirty-six (36) months.

Drivers whom return to Port property after their third offence will be issued a Protection of Property Act.

Halifax Regional Police will be contacted if necessary, to assist.

PART 7: DECAL REQUIREMENTS

The application must be **fully completed** by the driver. HPA staff will not fill out any of the fields on the application unless they are specifically marked for completion by staff members.

Taxi drivers must have an **HRM Taxi Driver's Permit** and a valid **Nova Scotia Driver's License**.

The following information must be presented at the time of application **with respect to the operator's licensed jurisdiction, vehicle type, and intended operating purpose.** The decal-application process for each respective jurisdiction can be found below:

TAXI DECAL PROCESS

1. **Complete Application**
2. **Driver will receive email of registration with registration number and expiry date of decal within 24 hours.**
3. **Driver will visit HPA Port Security Office to pick up Decal and will present:**
 - a) **Taxi Driver's permit**
 - b) **Nova Scotia Driver's License**
 - c) **Email of registration**

All files will be subject to periodic review by HPA Staff. If a file is found to have an item/items that are not in compliance with HPA Operating Guidelines or are found to be non-current the affected vehicles will be prohibited from operating on Port Property and new Decals will not be issued until the issues have been corrected.

VEHICLE REVIEW PROCEDURES

All vehicles applying for a Decal at the Port **may be subject** to a visual review of the vehicle intended for use at the Port. The review by HPA staff will include the following areas:

1. **Taxi Meter**
2. **Verify Registration on the License Plate Decal**
3. **Vehicle Condition (Body & Windshield)**
4. **Credit Card/Debit Machine**

Note: A Decal will **not** be issued to the applicant if any of the items are found to be out of service, without the proper decals, damaged, and/or broken.