



Palmerston North Airport Ltd.

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General information relating to the operation of Small Passenger Service Vehicles (SPSV) at Palmerston North International Airport

4 December 2006

Palmerston North International Airport is owned and operated by Palmerston North Airport Ltd ("PNAL").

From 1 December 2006 PNAL does not allow any Small Passenger Service Vehicle Operator to pick up fare-paying passengers from Palmerston North International Airport other than in accordance with this document - "General information relating to the operation of Small Passenger Service Vehicles (SPSV) at Palmerston North International Airport" as updated from time to time.

1. The layout of the public transport areas fronting the terminal have been altered to provide a physically separated and dedicated area for licensed taxis and shuttles. The areas designated for buses are largely unchanged, except that access to the main taxi/shuttle pick-up rank is no longer available.
2. Controls for pick-up and drop off for private vehicles are unchanged
3. Only operators and vehicles licensed by Palmerston North Airport Ltd are authorised to accept passengers on a for-hire basis at Palmerston North International Airport (with the exception of taxis/shuttles picking up pre-booked passengers in a designated area).

Two licences have been issued -

- (i) A licence for Shuttle passenger transport services currently held by **Super Shuttle**; and
 - (ii) A licence for Taxi passenger transport services currently held jointly by **Taxis Palmerston North Ltd** and **Taxis Gold and Black (PN) Ltd**.
4. Acceptance of all passengers on a for-hire basis at Palmerston North International Airport is limited



to -

- (i) the main pick-up rank (licensed operators); and
- (ii) the public transport waiting area at the western end of the building (limited to pre-booked fares by non-licensed operators).

5. The following rules apply to all passenger service vehicles operating at Palmerston North International Airport:

Licensed operators

- (i) Licensed operators have controlled access to the main pick-up rank in front of the terminal building. Two parks are specifically allocated and marked for a licensed shuttle operator, and the balance for a licensed taxi operator. Access to the main pick-up rank is controlled by barrier arm requiring an authorization card.
- (ii) Licensed operators queue in the waiting area at the western end of the terminal building, until an allocated park within the main pick-up rank is available.
- (iii) Acceptance of passengers on a for-hire basis must be from the main pick-up rank.
- (iv) Licensed operators drop-off passengers either in the main pick-up rank if space is available, or at the operator's discretion in the waiting area or at any public pick-up/drop-off marked park available.
- (v) Licensed operators are only be permitted to operate under the Company name (or branding options) under which their Licence has been issued, and a **\$3 (inclusive of GST) airport surcharge applies to taxi fares. No surcharges apply to the published shuttle prices.**
- (vi) Licences have been issued for a three year term following a formal public tender process.

Other SPSV operators

- (i) Any SPSV operator (whether licenced or not) may drop off passengers in either the public transport waiting area at the western end of the terminal building (which is also the area for licenced operators to queue for access to the main pick-up rank), or at any public pick-up/drop-off marked park available.
- (ii) **Operators not holding a licence issued by Palmerston North Airport Ltd may pick up pre-booked passengers only, in the waiting area at**

the western end of the terminal building (which is also the area for licenced operators to queue for access to the main pick-up rank). In all other circumstances passengers cannot be accepted on a for-hire basis at Palmerston North International Airport.

Buses

- (i) At the operator's discretion, passengers may be dropped off or picked up at the public transport waiting area at the western end of the terminal (which is also the area for licenced operators to queue for access to the main pick-up rank), or alternatively at the marked and reserved Bus Stops on the opposite side of the road adjacent to the eastern end of the terminal building.
- (ii) Buses not actively loading or unloading passengers shall park in the marked and reserved Bus Stops on the opposite side of the road adjacent to the eastern end of the terminal building.
- (iii) During aircraft flight disruptions or other special occasions, Palmerston North Airport Ltd may temporarily close off public drop-off/pick-up spaces immediately in front of the terminal building (but not affecting the main taxi/shuttle pick-up rank) for buses to load/unload. This will only occur by prior arrangement by Palmerston North Airport Ltd with the bus operator.

Reasons for change

- 6. The following outlines the reasons for changing the arrangements for SPSV use of the airport from 1 December 2006 -
 - (i) to enhance customer service standards
 - (ii) to create a relationship between Palmerston North Airport Ltd and selected (licenced) SPSV companies/operators that will more likely deliver good (timely) response to passenger requirements
 - (ii) to make better use of the physically limited frontage area to the terminal building
 - (iii) to improve the quality of drop-off/pick-up spaces for private vehicles (also for those SPSV vehicle operators electing to use the public drop-off spaces)
 - (iv) to set a minimum standard and encourage drivers to exceed and improve on that level of service

- (v) to provide a commercial opportunity for Palmerston North Airport Ltd
- (vi) to encourage competition amongst SPSV companies/operators
- (vii) to encourage the offering of a shuttle-type service to the airport in an orderly manner, and better meet the needs of different market segments
- (viii) to reduce waiting time on the pick-up rank to improve the efficiency and service of SPSV operators
- (ix) to improve business viability for operators servicing the airport, and at the same time to create incentives for delivering a more reliable and higher quality service for airport users