

PORT AUTHORITY OF



THE CAYMAN ISLANDS

PO Box 1358, Harbour Drive, Grand Cayman, Cayman Islands, British West Indies  
(345) 949 2055. Fax (345) 949 5820

APPLICATION TO OPERATE A VEHICLE AT THE  
GEORGE TOWN PORT

Date:		
Name:		
P.O. Box & Street Address:		
Telephone/Business:	Home:	Cellular:
Date of Birth & Country:		
Nationality:	Do you have Caymanian Status?	
What languages do you speak?		
How long have you lived in Cayman?		
How long have you operated a taxi service?		
Drivers License No:	Vehicle Registration No:	
Type of vehicle:		
Insurance Company:		
Type of Policy:		
Have you had any previous traffic offence?		
If yes, state nature of offence?		
Have you had any previous criminal offence?		
If yes, state nature of offence?		
Do you work with a Taxi company or Cab Team?		
If yes, which one:	Do you operate from the Airport?	
Give the name & number of someone to contact in case of emergency?		

ENCLOSE A CURRENT VEHICLE INSPECTION CERTIFICATE FROM POLICE

## **TERMS AND CONDITIONS FOR TAXI OPERATORS**

**17.3.2006 – updated on 26.11.09**

### **Dress**

- Drivers must be neat and tidy and properly dressed (includes uniform if mandated by PTB) for work. No flip flops, t-shirts, dirty clothes, etc. allowed.
- Port issued IDs must be worn & visibly displayed

### **Vehicles**

- Vehicles must be clean inside and out and in proper working condition.
- All drivers must conduct daily security checks on their vehicles and update the Declaration of Security Checks log in order to be able to operate from the Port. Logs will be checked randomly at the Dispatch Centre;
- If during checks, property is found belonging to cruise passengers, please hand it over to a Taxi Dispatcher asap in an effort to have it restored to its owner.

### **Behavior at Port Authority**

- Drivers must be pleasant and courteous to passengers and their fellow operators; No aggressive, rude or offensive behavior that tends to lead to a breach of the Peace will be accepted on any Port facility;
- No person is permitted in a Restricted Area unless authorized in that behalf by the Port Facility Security Officer, or Management of the Port Authority, and have sought and obtained clearance from Customs;
- No soliciting is permitted in the areas immediately surrounding the gates to the piers. These areas are marked with yellow paint.

PO Box 1358, Harbour Drive, Grand Cayman, Cayman Islands, British West Indies  
(345) 949 2055. Fax (345) 949 5820

- Drivers are to abide by the fare set by the Public Transport Board. While they may use discretion in charging for certain categories of persons such as children, or disabled persons, the fare rates should be maintained;
- Drivers must obey the instructions/directions given to them by the Port Authority taxi dispatchers or any person working for the Port Authority of the Cayman Islands relative to parking or the general operation and security of the Port facility;
- Drivers must obey the instructions/directions given to them by the Port Authority taxi dispatchers or any person working for the Port Authority of the Cayman Islands relative to transporting persons to the airport, or any other short trip;
- Drivers not obeying instructions given to them or breaking any Port rule or regulation will be suspended from operating at the Port for a specified period;

### **Penalties**

- Penalties can range from written warnings to suspensions for breaches of rules and procedures to prosecutions for offences where such are provided for in the law and regulations;
- A Taxi Dispatcher has the authority to expel a driver from the line for the remainder of the day for failing to comply with any of the conditions outlined in this policy, or an infraction of the Port Law and its Regulations. In all such cases, the Dispatcher will complete a record containing the name of the driver, the names of any witnesses, the date and time, the location of the occurrence and the details of the condition, rule, regulation or law breached and the fact that the driver was expelled from the line for the remainder of the day.
- Should a person incur five (5) infractions during any one year, the nature of the infractions will be reviewed by the Manager and the Port Director. A letter will be written to the driver advising of the nature of the problem, suggestions to correct


PO Box 1358, Harbour Drive, Grand Cayman, Cayman Islands, British West Indies  
(345) 949 2055. Fax (345) 949 5820

it and advising that any further occurrences will lead to a suspension of their privilege to operate at the Port Authority;

- The Manager in consultation with the Port Director, or the Port Director in his absolute judgment, may suspend or revoke any permission or authorization given to any Operator to operate at the Port Authority.

#### **Method of Drawing Numbers Each Morning At the Taxi Dispatch Centre**

- The Dispatch Centre will open at 5:30am during DST and 6:00am during EST.
- Operators are expected to be signed in at the Dispatch Centre by 6:00am during DST and 6:30am during EST.
- All drivers must have a current Port Authority issued ID card and number;
- All drivers must be wearing their Public Transport Uniform.
- Numbers will be drawn personally by drivers. There will be a drawing for each of the three categories; Coasters, 14 Seaters & Small Cabs. The drawings will commence at 6:00am during DST and 6:30am during EST. As the number is drawn, it must be shown to the Dispatcher, who will record it against their name on the log. The driver will advise the Dispatcher which line they wish to be in at that time; Beach or Tour.
- Drivers must only draw one number from the box. If a driver draws two numbers from the box, he or she will be assigned the higher of the two numbers and the lower number will be returned to the box.
- Drivers not present will not have numbers drawn for them, or left in the box.
- No numbers or vehicles or drivers will be switched or swapped after the drawing. In the event that a vehicle breaks down, or there is some other extenuating circumstances, an operator will be allowed to use another vehicle of the same category as their own. For the sake of clarity: In cases where operators are going overseas for medicals etc, and they wish to have another driver in the system



**PORT AUTHORITY OF THE CAYMAN ISLANDS**

PO Box 1358, Harbour Drive, Grand Cayman, Cayman Islands, British West Indies  
(345) 949 2055. Fax (345) 949 5820

operate their vehicle, they will apply for permission to the Port Authority providing the details of the situation, confirmation that the proposed driver is covered by insurance to drive their vehicle and the proposed duration of the arrangement. The Port Authority reserves the right to grant or not grant such permissions, but will in the main grant such applications.

- If for some reason an operator is not present at the Dispatch Centre at the cut off time (6:00am during DST and 6:30am during EST) their names will be added to the end of the list in order of their arrival in whichever category they select (Beach or Tour) as they arrive and check in with the Dispatcher;
- Operators will be dispatched as needed to either the North Terminal or Royal Watler Terminal using a filtering system that rotates among the three categories of vehicles on a daily basis. The categories are as follows: Small Cabs means a vehicle of 9 or less passengers; 14-Seater means a vehicle of 11 to 14 passengers and Coaster means 15 to 30 seats. The filtering system will cycle the categories as shown in the table below for the initial dispatch:

	<b>Day 1</b>	<b>Day 2</b>	<b>Day3</b>
<b>Category</b>	<b>Two Small Cabs</b>	<b>One 14-Seater</b>	<b>One 30 Seater</b>
<b>Category</b>	<b>One 14-Seater</b>	<b>One Coaster</b>	<b>Two Small Cabs</b>
<b>Category</b>	<b>One Coaster</b>	<b>Two Small Cabs</b>	<b>One 14-Seater</b>

- It is a requirement that after completing a trip, drivers should return to the Dispatch Centre to be dispatched. They will be then be dispatched to the terminals as needed in the order that they have returned to the Taxi Dispatch Centre and this will occur until such time as there is no more activity and the Dispatch Centre closes.
- Any driver not present at the Dispatch Centre when their names are called will be marked off from the list and should they return, they will be entered at the end of the list at that time.

**Spotts Procedure:**

- The gates to the Parking Lot will be locked from the afternoon before the anticipated use of the Spotts Bay facility and no overnight parking will be allowed.
- Taxis will meet at the Taxi Dispatch Centre where numbers will be drawn and line selected – Downtown, Beach or Tour. They will then proceed to Spotts where they will enter the parking lot joining the line they selected in the correct order. The remainder will park in a holding area as directed by the Taxi Dispatch Supervisor.
- The banner for Downtown will be hung high on the fence on one side of one of the exit gates and will be staffed by a Dispatcher and a Security Guard. The same will occur at the second exit gate with the banner for Beach and Island Tours. That gate too will be staffed by a Dispatcher and a Security Guard.
- The first two operators in line for Downtown, Beach and Tour will be allowed inside the passenger facility to assist with marketing and customer information.
- Taxis returning passengers to Spotts will inform the Dispatcher on entering the gate to drop off passengers whether they are dropping off and joining the line to obtain passengers to Downtown, Tour or Beach, or if they are just dropping off and returning empty to Downtown or the Beach.
- Pre-booked Tour and the Stingray City Operators will continue to use the main gate and the roadside in front of the main gate will be reserved for them to pick up their passengers and not to park and leave their vehicles.
- At the North Terminal at the Port, providing the weather permits its use, the Dispatcher will ensure there is one line for the big buses and one line for the small cabs. The loading procedure will be two small to one big. If there are no vehicles available in the category to be loaded next, then you will continue to load the next vehicle in line.

PO Box 1358, Harbour Drive, Grand Cayman, Cayman Islands, British West Indies  
(345) 949 2055. Fax (345) 949 5820

- All operators must comply with the direction of the Taxi Dispatchers on Port Facilities and all other applicable Port regulations & policies apply.

### **Time Limit on Loading**

- In order to minimize unnecessary delays and discomfort to cruise visitors, each driver will be allowed a fifteen minute loading period commencing at the time they obtain and load their first passenger at the terminal;
- At the conclusion of the fifteen (15) minute loading period, the driver must leave and transport their customers on the tour or to the beach as agreed;
- If the operator has less than 50% load on a day with two or more ships in Port and is required to leave due to the expiration of the 15 minute time limit provision on loading in order to maintain good customer service, they will be allowed to return to the back of the line at the Port on completion of the trip. They must however, register that situation with the Dispatcher on duty at the Terminal before departing on the trip, so that he/she can verify the load factor.
- On the operator's return, they will only be allowed to load the difference of what would have initially given them a full load. Once more the 15 minute time limit on loading will apply.
- Upon departing with passengers on the second occasion, they will have to return to the Dispatch Centre to join the line for Dispatching.
- On a day when there is just one ship in Port, if an operator has to leave at the expiration of the 15 minute loading time with the less than 50% load, they will not be allowed to return to the Port, but will have to instead return to the Dispatch Centre to join the line to be dispatched.
- Failure to obey this time limit requirement may result in their being expelled from the line for the day by the Dispatcher.