

Taxi Operating procedures

bne.com.au



Contents

OVERVIEW	1	ELECTRONIC TAG ACCESS	6
		5.1 Account management	
TAXI OPERATIONS	2	5.2 How the system works	
2.1 General taxi ranks		5.3 How do you ensure your account remains in a positive balance?	
2.2 Pre-booked taxis		5.4 Tag balance for trouble fee operations at Brisbane Airport	
TAXI SHORT FARE RETURN SYSTEM	4		
3.1 Short fare system in 5 easy steps.		PARKING RESTRICTIONS AND PENALTY INFRINGEMENT FAQs	8
E-TAGS AT BRISBANE AIRPORT	5	Parking restrictions	
		Parking regulations at Brisbane Airport	

Version 2.0 January 2018

Document owner Parking and Transport Services

Approver Adam Hazell

1 Overview

Taxi ranks are conveniently located at both the International and Domestic Terminals. At the Domestic Terminal, the taxi rank is located centrally in front of the terminal. At the International Terminal, the taxi rank is centrally located on the Level 2 arrivals road.

All access fees are payable via an electronic tolling system only (no cash payment) which enables free-flowing movement of taxis through the terminal access roads.



2 Taxi Operations

Taxi operations at Brisbane Airport can be split into two groups, general taxi ranks and pre-booked taxis:

2.1 General taxi ranks

There are four general taxi ranks located in the airport precinct:

1. International Terminal
2. Domestic Terminal
3. Skygate Woolworths
4. DFO.

2.1.1 International Terminal

The International taxi rank is located on Level 2 of the arrivals road, the rank is fed via the “snake feeder” road sign posted “taxis only”. All taxis wishing to pick up from the International taxi rank must proceed into the International “snake feeder” and join the standard queue (do not go to the central parking area (CPA)). A call forwarding system is not in place at this rank and taxis move forward to the main rank when they can see a space on the actual rank. The airport toll is payed via an electronic toll using your standard e-tag. Only valid tags with credit will be allowed to enter. For further information on using your e-tag at the airport, please see section 4 “e-tags at Brisbane Airport”.

2.1.2 Domestic Terminal

The Domestic taxi rank is located centrally in front of the Domestic Terminal and is fed by the main feeder located in the central parking area (CPA) and a secondary feeder at the northern end of the terminal. All taxis wishing to pick up passengers from the Domestic Terminal rank must first proceed to the main holding area at the CPA and queue in marked rows. A kerbside officer will then send taxis down to the secondary feeder as required. Flight information boards, toilet facilities, a prayer room and a cafeteria are available to all drivers while waiting in the CPA.

2.1.3 Woolworths car park

The Woolworths taxi rank is located directly in front of the Skygate Centre entry in the main car park. The rank consists of only one space and no feeder. No airport toll is payable and all parking signs must be obeyed. This rank operates as a standard taxi zone.

2.1.4 DFO

The DFO taxi rank is located directly in front of the DFO shopping centre main car park. The rank consists of only one space and no feeder. No airport toll is payable and all parking signs must be obeyed. This rank operates as a standard taxi zone.

2.2 Pre-booked taxis

Any drivers wishing to pick up pre-booked passengers must have, or be listed on a Brisbane Airport Ground Transport Licence. Licenses can be applied for at <https://gto.bne.com.au> to qualify for a licence you must have a valid Queensland Transport accreditation number. Usually this sits with the taxi operator – you can ask your network for further information regarding transport accreditation numbers.

Both the International and Domestic Terminals have parking locations for pre-booked taxis and are shared with the limousine operators. Fees are applicable for all locations and are detailed on the entry points and in all Brisbane Airport GTO licences. As the fees are time based, we encourage all drivers to wait in the Central Parking Area (separate parking available for pre-booked taxis) until the passenger's corresponding flight has landed and only then proceed to the terminal parking locations.

Tag readers are located at all entry points and if your vehicle has a valid e-tag which is registered to a licenced operator at <https://gto.bne.com.au> then the access gate will open for you when you reach the gate. Digital signs are located on the exit points that will provide a message detailing how long you parked and the fee that has been charged to your e-tag account.

3 Taxi Short Fare Return System

The International and Domestic Terminal general taxi ranks are equipped with a geo-fenced short fare return system. Taxis who have a short fare within the airport precinct; for example – transferring between terminals, a drop-off at the airport hotels or Skygate can drop off their fare and then jump back into the domestic feeder, without having to rejoin the back of the queue.

This is an automated system that uses geofence location technology and number plate recognition to determine if a vehicle is eligible to access the short fare return system.

The boundaries for eligibility for the short fare return system are:

- The intersection on Nudgee Road, leading into/out of the airport
- Boronia Road roundabout (this enables fares into the DaVinci precinct)
- The Gateway Motorway exit from Brisbane Airport.

What you need to do:

1. From the Domestic or International Terminal ranks, drive your fare onto their destination within the airport geofence and then return to the taxi holding area at the CPA, where the MT data terminal will send information to the short fare system to assess your eligibility.
2. Enter the short fare lane. The number plate recognition system will read the licence plate and match the system data to confirm that your vehicle has not left the airport.

Based on this information, you will be either granted or denied access to the short fare system. The system messages read:

- **PROCEED TO DOM** – you can make your way immediately to the domestic feeder.
- **FAIL EXIT SF LANE** – you must exit to the right and join the end of the standard taxi queue.

Remember that access to the short fare system is subject to you remaining within the defined Airport geofence. If you leave this area, you are not eligible to use the short fare system and will need to join the standard taxi queue.

4 E-Tags at Brisbane Airport

Electronic tolling is used at all of Brisbane Airport's main taxi ranks. This means that you need to open a valid tolling tag account to access the Airport's domestic and international ranks.

Parking regulations at Brisbane Airport

All parking infringements issued at Brisbane Airport are issued on behalf of the Federal Government under the Commonwealth Airports (Control of On Airport Activities) Regulations 1997.

Brisbane Airport Corporation derives no income from the collection of parking infringements for the Commonwealth.

Some important things you need to know:

- You **MUST** have an in-vehicle tag to access the ranks
- Your account **MUST** have a positive balance to access the ranks
- Your tag **MUST** be installed correctly in your taxi.

5 Electronic Tag Access

All taxi ranks are controlled via an electronic tag system which utilises standard road issued e-tags e.g. Queensland Motorways. If you do not have an e-tag, you will need to acquire one. Currently Brisbane Airport can accept tags from the following providers:

- Queensland Motorways (GoVia)
- Interlink (Eway)
- NSW RMS/RTA.

5.1 Account management

Brisbane Airport are not responsible for the account/top-up management of your account. This is done by your e-tag provider.

5.2 How the system works

Brisbane Airport receive a list from your tag provider at midnight 24/7. The list contains e-tags that are suspended by the provider. If you are on that list you will not be able to gain access until you have been removed by your provider and Brisbane Airport have uploaded the new list.

5.3 How do you ensure your account remains in a positive balance?

- Arrange an automatic top-up. With an automatic top-up, money will be deducted from a nominated bank account or credit card when your account reaches a nominated low balance level. This will also help you to avoid unnecessary fees.
- Top-up your account with enough credit to last for two days of travel on toll roads and airport access at any given time.
- If your account falls to zero and your account is suspended by your tag provider it may take up to 48 hours for your tag to be reinstated by your provider.

5.4 Tag balance for trouble fee operations at Brisbane Airport

If you spend \$100 on tolls on a typical day, your safe minimum needs to be at least \$200. That will give you a buffer equal to a full day's tolls.

If your typical daily cost of tolls is different to the above example, then the recommended minimum and top-up can be adjusted accordingly.

Your e-tag office is available to assist you in setting the appropriate minimum and top-up amount.

Note 1: Tag accounts are managed by your tag provider. The above information is provided as a guide only and Brisbane Airport recommend that you speak to your tag provider for further details.

Note 2: Brisbane Airport does not manage any e-tag account details so if your account is suspended you must contact your tag provider.

Should you need further assistances with any operational issues please lodge an email with gto.info@bne.com.au.

If you would like an incident investigated, please provide the following details in your email:

- Date and time
- Location
- Type, make, rego and colour of vehicle
- Any information provided by kerbside staff.

Note 3: No e-tag account support is available via this email. For account enquires, contact your e-tag provider.

6 Parking Restrictions and Penalty Infringement FAQs

Parking Restrictions

Brisbane Airport is a designated 'No Stopping' area unless otherwise signed. You may not park your vehicle anywhere, unless it is signed as a parking area. Public parking is available at the International and Domestic Terminals.

Q. Why are the parking restrictions at the Airport so strict?

A. Parking restrictions are in place to ensure the safety and security of all visitors and the efficient operation of the airport. Security requirements at all Australian airports have been upgraded by the Commonwealth Government and this includes terminal face access roads by motor vehicles.

Q. Can I stop in a bus zone if there are no buses waiting?

A. You will appreciate that vehicles parking and stopping in bus zones create an ever-increasing problem for bus drivers pulling into and out of these bays. The danger created by buses forced to double park and manoeuvre into and out of an inadequate space is of great concern to us, and we therefore view this offence very seriously. You should note that it is irrelevant how long your vehicle remains stationary in the area - simply stopping the vehicle in a bus zone constitutes an offence and may result in an infringement notice being issued.

Q. What if my passengers got out (as fast as they could) while I was waiting for people on the pedestrian crossing?

A. It is imperative that pedestrian crossings are not encumbered by vehicles stopped either partially or entirely across them. Pedestrian safety is a major priority of Brisbane Airport Corporation and vehicles stopped or even parked in such a manner cause visibility problems for pedestrians and other motorists alike.

It is an offence under the parking regulations to even stop your vehicle within a certain distance from a pedestrian crossing. In an effort to prevent vehicles from stopping on or near a crossing we have designated the area either side of the crossing a “No Stopping” zone.

Q. What if I just stopped for a moment to drop off or collect a passenger?

A. If your vehicle was stopped at the time of the offence in an area designated as a “No Stopping” zone by virtue of road markings or signage, then you should note that no part of a vehicle may be stopped in a “No Stopping” zone as the entirety of such zones must be kept clear at all times. It is irrelevant how long your vehicle remains stationary in the area - simply stopping the vehicle in a “No Stopping” zone constitutes an offence.

Q. What if I own the vehicle but I was not driving at the time of the offence or I have recently sold the vehicle?

A. If you were not the driver or you did not own the vehicle at the time of the offence you must complete a statutory declaration stating the name and address of the driver or owner of the vehicle, and send it to Brisbane Airport Corporation, at the address listed below.

Q. Why am I not permitted to stop on Airport Drive or other airport roads?

A. All airport roads are signed “No Parking” or “No Stopping” for a number of safety and security reasons. Most importantly, many accidents have been caused by drivers attempting to re-enter the roadways or merge with moving vehicles at speeds of up to 90 km/h.

Q. If I want to appeal this infringement what do I do?

A. All appeals must be in writing and posted to Brisbane Airport Corporation, PO Box 61, Hamilton Central QLD 4007; or emailed to PINS@bne.com.au.



Complaints and Feedback

Your first point of contact is the Kerbside officers, if the officer is unable to provide sufficient information or rectify an issue please request to speak to the shift supervisor.

All complaints and feedback needing BAC's attention must be submitted in writing to gto.info@bne.com.au.

Contact Information

Brisbane Airport website

www.bne.com.au

New GTO applications

<https://gto.bne.com.au>

Pre-booked taxi access

<https://gto.bne.com.au>

Complaints/Compliments email to

gto.info@bne.com.au

Faults

Please report all faults to kerbside officers

Ground Transport office

9 The Circuit, Brisbane Airport
(adjacent to Skygate)

Office Hours

Monday to Wednesday	7.30am to 3.45pm
Thursday	7.30am to 1.45pm
Friday	7.30am to 3.45pm

Email: gto.info@bne.com.au

Phone: +61 7 3406 3261

Fax: +61 7 3866 3075

GoVia (e-tag account) contact information

Online <https://govia.com.au>

Email enquiries@govia.com.au

Phone 13 33 31