

110 CURBSIDE OPERATIONS

110.01 Standards.

These standards in this Part 110 define the rights and obligations of all curbside operators and their employees and ensure cooperation with DEN. Following these standards and procedures will assist everyone in meeting the high level of professionalism that the Airport and the airline industry demand.

Violations of this Part 110 by any employee, agent or representative of a curbside operator may result in termination of that operator's agreement to operate at the Airport.

110.02 Professionalism.

Professionalism shall mean always projecting a friendly, helpful, and courteous attitude toward the traveling public with a neat, clean, appearance, businesslike efficiency and knowledgeable job performance. The first impression that airline passengers receive is at curbside or baggage claim.

Normally, curbside operators from one company will be working side by side with curbside operators from other companies. All curbside operators will work to create and maintain a spirit of cooperation, to facilitate efficiency and to maximize the quality of service to the traveling public. Passengers flying on another airline shall be directed to that airline's curbside operator.

110.03 Agreements.

110.03-1 A curbside operation must have a contract with a Signatory airline operating at the Airport, or have express approval from the CEO to be eligible to operate at the Airport.

110.03-2 All curbside operations are required to enter into an agreement with the Airport upon contracting with a Signatory airline or have express permission from the CEO to operate. All persons providing curbside operations must be an employee or owner of a company holding an airline contract for services.,

110.04 Conduct.

110.04-1 All curbside operators shall maintain professional conduct, as defined in Rule 110.2, at all times in the discharge of duties, in handling the traveling public, and when in the general public.

110.04-2 Curbside operators shall be friendly, courteous, and honest in their contact with the traveling public.

- 110.04-3 Personal actions should reflect favorably on both the Airport and the airlines served.
- 110.04-4 Working while under the influence of intoxicants, narcotics, or other stimulants while on duty or on Airport property is prohibited.
- 110.04-5 Possession or consumption of any intoxicant, narcotics, or other stimulants while on duty or on Airport property is prohibited.
- 110.04-6 Horseplay, fighting, or scuffling on Airport premises at any time is prohibited.
- 110.04-7 Malicious harassment of fellow employees, other employees, or the traveling public is prohibited.
- 110.04-8 Curbside operators are prohibited from selling public parking facilities tickets to passengers, or obtaining tickets for the purpose of selling or switching them for lesser value, thus defrauding the City of parking revenues.
- 110.04-9 Dishonesty of any kind, such as theft of Airport property, property belonging to other Airport tenants, or the traveling public, is prohibited.
- 110.04-10 Playing cards, games of chance, or engaging in illegal gambling at any time is prohibited.
- 110.04-11 Curbside operators will remain awake and alert at all times during the shift.
- 110.04-12 Curbside operators will not participate in unnecessary conversations, including soliciting for any service, product, or recommendation.
- 110.04-13 Curbside operators will not smoke, drink, or eat in public view except in areas designated for such activities.
- 110.04-14 Curbside operators will not use threatening, abusive, or insulting language or behave in a disrespectful manner to anyone, including Airport employees.
- 110.04-15 Curbside operators will not perform services other than baggage handling for anyone other than customers of the airlines with which they are contracted. This includes other service providers, at curbside and in baggage claim areas.
- 110.04-16 A curbside operations supervisor may request or approve additional services to provide the traveling public with immediate service within the contracted area, if required, during bank times. Curbside operators may not enter and/or loiter in any areas other than the contracted area, unless requested.
- 110.04-17 Curbside operators may not contract services other than baggage handling for airlines except with CEO approval or his/her designee.

- 110.04-18 Notwithstanding Section 110.4-15, curbside operators may transport baggage for the traveling public, regardless of airline, from the Parking Structures, and the authorized ground transportation loading areas to the airline ticket counters.
- 110.04-19 Curbside operators may transport baggage for the traveling public, regardless of airline, from the ground transportation counters to the Parking Structures and authorized ground transportation loading areas, notwithstanding the provisions of Section 110.04-15..
- 110.04-20 Curbside operators will respond to inquiries about Ground Transportation services by directing customers to the appropriate location for transportation. Customers looking for loading zones will be directed to Airport signage and directories at the terminal doors and in the loading zones.
- 110.04-21 Curbside operators will not accept incentives from Ground Transportation service providers or refer or recommend one service over another as these activities are deemed soliciting for services in violation of Airport Rules and Regulations. Violations will be enforced by [Airport Rules and Regulation Part 30- Conduct of Persons Using the Airport.](#)

110.05 Gratuities (Tips).

- 110.05-1 Curbside operators will not solicit gratuities (tips) directly or indirectly from customers, including solicitation of gratuities from other service providers (including Ground Transportation operators), as this is a violation of [Airport Rules and Regulations Part 100- Commercial Transportation Rules and Regulations.](#)
- 110.05-2 Curbside operators will not make any comment or visible display of dissatisfaction at either the lack of a tip or the amount of a tip.
- 110.05-3 In the event that an airline customer asks what an appropriate tip would be, the answer given will be "Whatever you wish to give."

110.06 Appearance.

- 110.06-1 Personal appearance shall reflect cleanliness, good grooming, and alertness.
- 110.06-2 All curbside operators will be in an identifiable uniform depicting each curbside operator. The uniform will be maintained in a clean and pressed condition.

110.07 Identification Badges.

Per Federal Aviation Administration (FAA) regulations, on-duty curbside operators are required to wear Airport identification badges, which will be attached to the outside of the upper-left side of the outermost garment to be plainly visible at all times. Failure to display identification may result in suspension or dismissal.

110.08 Responsibilities.

- 110.08-1 All curbside operators will ensure compliance with federal, state, local, Airport, and airline rules.
- 110.08-2 All curbside operators will immediately report all violations of rules, safety violations, security breaches, injuries, accidents, unusual occurrences, or irregularities to Airport Operations.
- 110.08-3 All curbside operators will keep work areas free of litter and potential safety hazards.
- 110.08-4 All curbside operators will avoid actions that could result in damage to airline and Airport equipment or the facility. Deliberate damage to Airport property, including the revenue control equipment, i.e., SmarteCartes, ticket dispensers, gates, etc., is prohibited.
- 110.08-5 All curbside operators will know the location of the various airline facilities, restaurants, novelty shops, ground transportation loading zones, cab loading points, Security Offices, etc., in order to provide direction to the general public.
- 110.08-6 All curbside operators will comply with Airport Rules and Regulations regarding Airport parking. Curbside operators, like other Airport employees, are prohibited from parking in the public parking facilities.

110.09 Specific Procedures.

- 110.09-1 Curbside operators will route all baggage and persons destined to sterile areas of the Airport through the security checkpoints.
- 110.09-2 Curbside operators will not deliver parcels or baggage to persons that have already been processed through the security checkpoint without the parcel/baggage itself having been screened.
- 110.09-3 Curbside operators will report individuals who appear suspicious, are loitering or showing no apparent interest in air travel to Airport Security immediately.
- 110.09-4 Curbside operators will not handle baggage that appears to be purposely left unattended and will report apparent abandoned items to Airport Security immediately.
- 110.09-5 Curbside operators should secure approval from designated airline commercial service providers before attempting to remove luggage from inside the carousels.

110.10 Curbside Operations Warming Rooms.

- 110.10-1 Warming Rooms are considered DEN joint spaces and are only to be used

to support all curbside employees engaged in curbside operations.

- 110.10-2 All curbside operators will maintain curbside warming rooms, facilities, and equipment free of litter and potential safety hazards at all times.
- 110.10-3 Any unapproved items found in warming rooms must be immediately removed by the owner, or in the alternative owner will receive a violation citation issued pursuant to [Airport Rules and Regulations Part 15-Administrative Citations.](#)
- 110.10-4 Warming Rooms occupants must adhere to all applicable fire, health and safety codes, DEN rules and regulations, and any federal, state and local laws and ordinances.
- 110.10-5 Any other use of the warming rooms outside of supporting curbside operations is prohibited.
- 110.10-7 If curbside operators desire to preferentially lease a warming room, it will require coordination through DEN Properties.

110.11 Emergencies.

All curbside operators will report emergencies such as fire, cab accidents, injury, or a sick person to Airport Security immediately.

110.12 Safety.

- 100.12-1 Extreme caution will be exercised when opening and closing vehicle doors to avoid pinching hands, fingers, or clothing.
- 100.12-2 Luggage will not be placed on the ground such that it would create a tripping hazard.
- 100.12-3 Curbside operators will not take carts of any kind on the escalators or moving walkways.
- 110.12-4 Baggage carts and wheelchairs will be handled with care.
- 110.12-5 Curbside operators will use only established crosswalks to transport baggage and baggage carts. No luggage will be transported along Airport roadways, blocking traffic.
- 110.12-6 Curbside operators will not congregate so as to block doorways. Such activity may create a hazard to safe traffic flow.

110.13 Electric Carts.

Operators of electric carts shall maintain and operate electric carts in accordance with

the operating procedures published in the [Airport Rules and Regulations Part 40-Conduct of Commercial Operators Using the Airport](#) as may be amended from time to time.

110.14 Smarte Cartes.

110.14-1 Smarte Cartes control units are located throughout the Airport for the traveling public's convenience. Curbside operators shall not sabotage the control units or use Smarte Cartes equipment in violation of [Airport Rules and Regulation Part 40](#). 'Out of Service' units should be reported to the Smarte Cartes representative as soon as practical.

110.14-2 Curbside operators shall not retain Smarte Cartes for resale to the public.

110.15 Baggage Handling - Baggage Claim Area.

110.15-1 Curbside operators should determine the location of the emergency shut-off switches at baggage claim devices before an emergency arises.

110.15-2 Curbside operators shall assist airline representatives in keeping children off any baggage claim devices.

110.15-3 Curbside operators shall not attempt to remove objects that become entangled in a baggage claim device without first stopping the device. The baggage contractor shall be contacted to assist in the removal of objects that the curbside operator is unable to remove.

110.15-4 Curbside operators shall straighten baggage on baggage claim devices as a matter of routine.

110.15-5 Curbside operators assisting customers with baggage destined to one of the ground transportation counters may terminate their service at the ground transportation counter. The ground transportation counter operator may then assist customers with baggage. Customers may request the curbside operator remain with them and their baggage until boarding of ground transportation is complete, or customers have left the area by other means.

110.15-6 Curbside operators assisting customers with baggage into the Parking Structures shall escort the baggage to the customer's vehicle. Customers shall not be asked to bring vehicles closer to the terminal.

110.15-7 Curbside operators assisting customers with baggage destined to any authorized passenger loading zone shall escort the baggage with the customer to the authorized waiting area in each zone. Curbside operator assistance shall not terminate anywhere short of the loading zones.

110.15-8 Curbside operators assisting customers with baggage requiring taxi service shall coordinate taxi assignment with the Cab Starter only. Curbside operators will not arbitrarily choose a cab and begin loading bags. Customer loading of taxicabs is done at designated points only, and only by Cab

Starters, on a first-come first-served basis.

- 110.15-9 Curbside operators escorting baggage for large groups utilizing charter buses shall deliver the group's baggage to the loading zone where buses will load. Charter buses and other commercial ground transportation service providers are prohibited from loading passengers outside of terminal doors at curbside or in special permit zones unless prior arrangements have been made with the Ground Transportation Office. Curbside operators shall not deviate from this policy unless directed to do so by a representative of the Airport Ground Transportation Office. Curbside operators shall coordinate with groups' escorts to be sure of loading areas to be used. Luggage carts will not be positioned so as to impede the flow of traffic.

110.16 Baggage Handling – Curbside Ticketing Level.

- 110.16-1 Curbside operators working curbside shall attempt to spread out as much as possible along the curb to expedite customer handling and to help prevent traffic buildup.
- 110.16-2 Curbside operators shall attempt to meet arriving vehicles whenever possible. operators shall determine on which airline passengers are traveling, and assist passengers flying airlines other than the curbside operator's contracted airline to locate a different operator with that airline.
- 110.16-3 When assisting passengers with luggage, curbside operators shall ensure that luggage is placed a safe distance from the curb before tagging luggage.
- 110.16-4 Curbside operators will make every effort to prevent passenger traffic from queuing up in the street.
- 110.16-5 Curbside operators shall monitor curbside baggage belts to prevent children from playing on belts.

110.17 Equipment.

Two-wheel dollies, four-wheel carts, and other curbside operator equipment used to transport baggage shall not be stored in common areas or curbside warming rooms when not in use.

110.18 Staffing.

Curbside operator staffing levels shall be determined by airline contracted requirements.