

## PHX Airport Drivers

PHX airport is extremely strict about their rules, paperwork and enforcement. Don't expect them to help you, teach you, or give you a warning. All PHX airport drivers must have a clean background check for the last 10 years to be approved. Drivers cannot have any felonies, and they have to follow the entire process to get their airport clearance card and large driver placard.

The large driver placard must be in the bottom right portion of your windshield with your name, company name, etc. facing the customer in the back seat. Security may tell you to turn it outwards to make their job easier. However, this is illegal outside the airport in several cities, so don't follow their advice. The airport id can be in your wallet, and must be presented to enforcement if they ask to see it.

You need both ids to pickup customers at PHX airport, and they must be on you at all times. Your authorized signer will fill out the online application, and you will need to get your fingerprints done at badging as soon as possible. Don't wait, because the approval process can take 1-3 weeks. Usually an appointment is required to get your fingerprints done.

After the airport says you passed your background check via email to the company, you can pickup your airport clearance card (from badging) and large driver placard (from ground transportation). You need the paperwork filled out completely to pickup your ids. If your paperwork has anything not filled in, they will take it from you, shred it, and yell at the company's authorized signer for about 5 minutes threatening to shutdown the whole company and put everyone out of work. The date, your name, initials on the back, and all of your personal information must be filled in completely. Your form must be signed and dated in blue, and cannot be a copy.

If you see an enforcement person walking towards your car, you should drive away unless you are in the middle of actively loading the customer into the vehicle. The rules say you cannot park or wait for customers. After 5 minutes they can take your airport id, and make it impossible for you to pickup customers at the airport for any company, so communication with customers to make sure they are ready at Prearranged is crucial. That's why we say **“Please let me know when you get your bags”**.

**At Terminal 4** – Prearranged is across the crosswalk from door 3 on the north side of the baggage claim.

**At Terminal 3** – Prearranged is across the crosswalk from door 6 on the south side of the baggage claim.

You cannot go anywhere else in the airport to pickup customers except for Prearranged. Don't stop in Rideshare, Charter, Van, Cell Phone Lot or Intercity. Security at the airport will literally chase you, and make it so you cannot work there again if you break any of their rules. There is zero tolerance or flexibility. If a customer asks you to pick them up at the door, you have to get them to cross the crosswalk to Prearranged or you can't pick them up. The airport is extremely strict and doesn't care what the reason is. You cannot be in the Cell Phone lot if you are driving a company vehicle or security will chase you.

You drop off customers at curbside check-in on the upper level of Terminal 4 up the ramp on either side.

At Terminal 3 you drop off on the inside next to the door at curbside check-in. Make sure you put their bags on the sidewalk and ask for a wheelchair if they need one.

We highly recommend you don't wait in the airport at all, not even at the C Lot since security will bother you. You're better off waiting at Community Tire Pros at 24<sup>th</sup> and Buckeye or the closest gas station.