

GROUND TRANSPORTATION HARBOR MASTER SPECIAL CONDITIONS
Kahului Harbor / Kaunakakai Harbor

The Permittee agrees that it is responsible for the actions, omissions, and behavior of its agents, guests, invitees, drivers and employees including, without limitation, any belligerent, abusive, disruptive, and unlawful behavior, including the refusal to obey the lawful command of any Harbor Master, Harbor Agent, or Harbor Security personnel. The Permittee acknowledges that failure to correct such actions, omissions, and behavior **SHALL RESULT IN THE IMMEDIATE TERMINATION** of the Permit as provided under paragraph 14 herein.

ALL personnel – including Permittee, Permittee’s driver(s), agents, employees, and any individual conducting business on harbors property – shall immediately report suspicious activities, security incidents or issues, and operations problems or issues to Harbors Maui District Facility Security Officers (808-357-0665 / 808-344-7950 / 808-357-7033), Harbors Maui District Office (808-873-3350), Kahului Harbor Roving Security Officer (808-475-8706), or Kaunakakai Harbor Agent (808-285-0935 / 808-553-1700).

As a condition of being issued a new Ground Transportation Permit, the undersigned agrees to abide by the Harbor Master Special Conditions. It is understood and agreed that a continued presence in Kahului Harbor or Kaunakakai Harbor by the Permittee, Permittee’s driver(s), agents, employees, and any individual conducting business on harbors property depends on compliance with this agreement, the provisions of which are stated below:

1. GENERAL RULES FOR ALL PERMITTEES – Violations of any of the rules below may result in the immediate suspension from Kahului Harbor and/or Kaunakakai Harbor:

- a. For the safety of all personnel, tour operators, shuttle van and taxi drivers shall be responsible to exercise extreme caution while operating within their respective designated areas and within Kahului & Kaunakakai Harbors.
- b. Drivers shall, at all times, obey all posted traffic and security signs. **The MAXIMUM SPEED LIMIT within the secured and restricted areas is FIVE (5) MPH.**
- c. **ALL** personnel – including Permittee, Permittee’s driver(s), agents, employees, and any individual conducting business on Harbors property or seeking access into any Harbors facility – shall possess a valid TWIC.
- d. **ALL** drivers shall possess a valid government-issued driver’s license with photo identification.
- e. **ALL** personnel – including Permittee, Permittee’s driver(s), agents, employees, and any individual conducting business on Harbors property – shall be professional, conscientious, and courteous; shall conduct himself or herself at all times in a manner which reflects credit to the Department of Transportation and the State of Hawaii; and shall promote orderly operations.
- f. **Inappropriate behavior on Harbors property which may or does cause any distraction to Harbors Management or Harbors security personnel will be deemed a Breach of Security and immediate appropriate actions will be taken – including notification of the Harbor Master, Facility Security Officer, Harbor Enforcement Officer, Harbor Agent, USCG, and local State & County law enforcement officers.**
- g. Drivers are requested to ensure returning passengers and crew members have their boarding pass and photo identification in their possession prior to approaching security at the Harbors facility access gates.
- h. Drivers shall be subject to random security inspections of driver and vehicle.
- i. Drivers are not authorized to stage or park commercial vehicles, with or without ground transportation permits, in or on Harbors facilities, unless specifically authorized by the Harbor Master, Facility Security Officer, or the State Security Officer.
- j. Drivers are not authorized to drop off passengers or crew members directly in front of any security gate.
- k. **ALL** personnel – including Permittee, Permittee’s driver(s), agents, employees, and any individual conducting business on Harbors property – are allowed, **with a valid TWIC**, to use the comfort stations at Kahului Harbor Pier 1 passenger terminal or Kaunakakai Harbor Ferry Terminal for personal hygiene purposes only.
- l. Drivers shall remain inside the vehicle in the designated ground transportation area **AT ALL TIMES WHENEVER THE VEHICLE ENGINE IS ON OR IDLING.**
- m. Drivers are allowed stand no more than three (3) feet outside of their vehicle **PROVIDED THE ENGINE IS TURNED OFF WITH THE PARKING BRAKES ON.**
- n. **SOCIAL GATHERING (within proximity of each other), CLEANING VEHICLES, SOLICITING FARES, LOITERING, AND LITTERING ARE STRICTLY PROHIBITED.**

2. **SPECIFIC RULES FOR TOUR OPERATORS AND SHUTTLE VAN DRIVERS – Violations of any of the rules below may result in the immediate suspension from Kahului Harbor and/or Kaunakakai Harbor:**

- a. Tour operators and shuttle van drivers in vehicles with valid Ground Transportation Permit(s) shall only be allowed access into the restricted ground transportation areas to pick up pre-arranged tours.
- b. Permittee shall be allowed only **ONE (1) GREETER PER COMPANY** in the restricted passenger waiting areas outside the passenger terminal unless specifically authorized by the Harbor Master or the Facility Security Officer or the Harbor Enforcement Officer or the Harbor Agent.
- c. The restricted ground transportation areas are reserved for active loading and active unloading only. **Instructions and information to tour customers shall be conducted in the greeting area prior to loading or in the tour van outside the harbor facility.**
- d. The maximum waiting time for pre-arranged tours shall be **FIFTEEN (15) MINUTES** unless specifically authorized by the Harbor Master or Facility Security Officer or Harbor Enforcement Officer or Harbor Agent.

3. **SPECIFIC RULES FOR TAXICAB DRIVERS AND LIMOUSINE DRIVERS – Violations of any of the rules below may result in the immediate suspension from Kahului Harbor:**

- a. **ALL** drivers shall prominently display **BOTH Taxicab Business Permit and Taxicab Driver's Permit in FULL VIEW on the interior dashboard FACING the front passenger seat.**
- b. Taxicab and limousine drivers shall accept cash or credit card as the primary forms of payment. Other forms of payment such as Venmo, PayPal, etc may be accepted at the driver's discretion but these alternative forms of payment ARE NOT SUBSTITUTES for cash or credit card.
- c. Taxicab and limousine drivers are prohibited from negotiating taxicab fares on Harbors property.
- d. Taxicab and limousine drivers are only allowed to charge taxi fees set by the County of Maui taxi meter, and are prohibited from charging additional fee(s) for wheelchairs, baby carriers, luggage, etc.
- e. Taxicab and limousine drivers are prohibited from charging lump sum fees to/from the harbor/final destination.
- f. Harbors security personnel are authorized to control access into the restricted ground transportation areas and the number of taxicab and limousine drivers allowed access into the restricted ground transportation areas will be at the discretion of the Harbor Master or Facility Security Officers or Harbor Agent.
- g. Taxicab and limousine drivers in vehicles with valid Ground Transportation Permit(s) shall only be allowed access into the restricted ground transportation areas to pick up or drop off passengers or crewmembers.
- h. Taxicab and limousine drivers shall pick up or drop off passengers and crewmembers only at designated areas authorized by the Harbor Master or Facility Security Officers or Harbor Agent.
- i. **Solicitation** of passengers and crewmembers anywhere within the secured or restricted areas is **strictly prohibited.**
- j. Taxicab and limousine drivers are prohibited to display any form of self-stick or magnetic business and advertisement signs, ride sharing decals (UBER, Lyft, etc.) or any other signs in or around the vehicles in full view of the public while on Harbors property (Hawaii Administrative Rule 19-42-122).
- k. **FOR KAHULUI HARBOR** – Taxicab and limousine drivers shall take the next available passenger(s) or crewmember(s) at the designated taxicab area. Taxicab and limousine drivers have the option, though strongly discouraged, to refuse requests for transportation to/from Haleakala, Kahakuloa, Hana, beyond Kula and beyond Makena and/or passenger specific requests i.e. disabled, larger vehicle, etc..
- l. **FOR KAHULUI HARBOR** – The following rules regarding **PRE-ARRANGED** pick up of passengers and crewmembers shall apply:
 - i. Taxicab and limousine drivers shall provide the security guards at the main entry Gate 1 the first & last names of passengers or crew members along with their cruise ship cabin number. **Access will be denied if this information is not provided to security.**
 - ii. The pre-arranged area for taxicab and limousine drivers is located in the secured vehicle staging area outside of the restricted main ground transportation lot.
 - iii. The maximum waiting time for pre-arranged taxi or limousine pick up shall be FIFTEEN (15) minutes.
 - iv. When waiting for pick up, taxicab and limousine drivers shall have their vehicle engines OFF and shall remain inside their vehicles or stand no more than three (3) feet next to their own vehicles at all times.

4. **VIOLATIONS:**

- a. Failure to comply with any of the Harbor Master Special Conditions may result in **the immediate suspension of ALL VIOLATORS** from Kahului Harbor and/or Kaunakakai Harbor– including Permittee, Permittee's driver(s), agents, employees, and any individual conducting business on harbors property or seeking access into any harbor facility – in accordance with the terms of the applicable Harbors Ground Transportation Permit(s) on a case-by-case basis.
- b. Failure to comply with any imposed suspension shall result in the immediate termination or cancellation of the Harbors Ground Transportation Permit(s).