

Vail Passenger Transportation Permits FAQ



1. What is the Vail Passenger Transportation Ordinance?
2. Who needs a permit? How much do they cost?
3. Where do I apply for a permit(s)?
4. Where should the permit be affixed?
5. What are the terms and conditions of using a permit?
6. What documents are needed to support my permit application?
7. What is a Commercial Operator?
8. How are the vehicle types defined?
9. What are the penalties for non-compliance of the terms and conditions of this ordinance?
10. What are the areas impacted under this ordinance and the allowed vehicle types?
11. Where can the public report ordinance violations?
12. Pick up / Drop Off Regulations
13. Available Resources

1. What is the Vail Passenger Transportation Ordinance?

Vail Ordinance No. 15, Series of 2012, also known as the Vail Passenger Transportation Ordinance, is a municipal decree establishing a permit system to help regulate the Town's management of Commercial Operators, as defined in section 7-10-2, which include drivers of shuttles, limousines, taxis, buses, oversized transportation vehicles and Transportation Network Company related operators like Uber and Lyft. The system addresses staging, congestion, conduct and ease of service issues in the Village Core and Lionshead Village.

Visit www.vail.gov/commercialpermits for more information.

2. Who needs a permit? How much do they cost?

Any person or entity operating a motor vehicle upon town roadways in connection with any activity involving passenger transportation for profit, directly or indirectly, including not-for-profit courtesy cars. An application fee of \$200 will be charged per application. Each permit sticker issued will be an additional \$50. How many permits can be issued to me? One per vehicle, as needed. For example: one vehicle would be charged the \$200 application fee plus the \$50 permit sticker fee. A company with multiple vehicles would be charged the \$200 application fee plus a \$50 permit sticker fee per vehicle.

3. Where do I apply for a permit(s)?

You can apply between 8:00 a.m. to 4:00 p.m. Monday – Friday at the Vail Police Department: 75 S Frontage Rd W, Vail, CO 81657. For questions about purchasing permits, call Vail Police Administrative Services at 970-479-2210.

You can also download the permit application form at www.vail.gov/commercialpermits then mail the completed application with payment to the Vail Police Department. A vehicle permit will then be mailed to you or it will be available for pick up at the Vail Police Administrative Services Counter once the application has been processed and approved.

4. Where should the permit be affixed?

Permits must be permanently attached to the front windshield, lower right passenger side and visible to the public. If the windshield needs to be replaced, bring evidence of replacement and the remains of the current permit and the Vail Police Administrative Services will provide a new permit, free of charge. Expired permits must be removed from windshields.

5. What are the terms and conditions of using a permit?

Commercial Operators shall abide by the rules of conduct for demeanor; truthfulness; obedience to signs and traffic control devices; attendance of vehicles; adherence to designated passenger loading, pick-up and drop-off locations, and times; ban on cruising; ban on double parking; restrictions on vehicle idle time; and restrictions on Commercial Operators. Refer to section 11 of this document for impacted areas. Commercial Operators must also comply with the Town of Vail's municipal code 7-10-7(l) by clearly labeling a vehicle with the company's name.

For penalties for non-compliance with the terms and conditions of this ordinance please see section 9.

6. What documents are needed to support my permit application?

1. Section 7-10-5 of the Passenger Transportation Ordinance mandates commercial operators provide certificates of insurance, evidencing that insurance is in full force and effect during the term of operating privilege, with the following coverages and with the Town of Vail named as an additional insured:
 - Comprehensive general liability insurance policy with limits of not less than \$150,000 for any one person injured in any one accident and \$600,000 for injury to two or more people in a single occurrence. (Same as the Eagle County Airport)
 - Auto insurance in such minimum amounts as required by the state PUC.
 - Worker compensation insurance coverage required by statute.
 - **Please review the sample Certificate of Liability included with this FAQ.**
 - **Transportation Network Company-related vehicles (hereafter referred to as TNCs) such as Uber and Lyft are exempt from the certificate of insurance as they are covered by their Transportation Network Company under C.R.S. 40-10.1-604.**
 - **Rideshare endorsement on private insurance.**
2. If you are required to register with the Colorado PUC, provide evidence of current authorization or registration with the Colorado Public Utilities Commission (PUC) or the federal government.

7. What is a Commercial Operator?

A person or entity operating motor vehicles upon town roadways in connection with any activity involving passenger transportation for a profit, either directly or indirectly, including not-for-profit courtesy cars, regardless of whether operating as an employee or independent contractor, or whether operating under a company name, including, without limitation, bus operators, hotel and motel operators, luxury limousine operators and taxis.

The following groups are exempt from the requirement to purchase a Passenger Transportation Permit: universities, nonprofit organizations, hospitals, ambulance services, and governmental units (including local, state, and federal agencies), construction and maintenance contractors, suppliers, and service providers not primarily engaged in passenger transportation. The above parties must still obey all posted traffic control devices and abide by all town traffic laws.

For purposes of this chapter, transportation companies with common ownership or common control, or those acting on behalf of or in concert with another company, will be treated as one **COMMERCIAL OPERATOR**.

8. How are the vehicle types defined?

- Hotel Courtesy Car: a passenger vehicle owned and operated by a hotel, hotel staff, or other designee having a capacity of 9 or less persons including the driver.
- Hotel Shuttle: a vehicle owned and operated by a hotel, hotel staff, or other designee having capacity of 10 or more people including the driver.
- Taxi/Limo: a vehicle that carries passengers for a fare usually determined by the distance traveled and is owned and operated by a commercial entity.
- TNC (Transportation Network Company): a business, also known as a "rideshare company", licensed by the Colorado Public Utilities Commission (PUC) that uses a digital network to connect passengers to TNC drivers for prearranged trips.
- Private Car: A private car is a vehicle owned by an individual or private entity for personal use, not for government, public, or commercial hire, used for everyday transport like commuting, errands, or leisure.

9. What are the penalties for non-compliance with the terms and conditions of this ordinance?

- A first violation in any twelve (12) month period shall result in a \$500 citation to the Operator.
- A second violation in any twelve (12) month period shall result in a \$750 citation to the Operator.
- A third violation in any twelve (12) month period shall result in a \$1000 citation to the Operator.
- Upon a fourth violation within a twelve (12) month period, a \$1000 citation will be issued, and the operating privileges of an Operator shall be revoked for one (1) year from the date of the violation.

The Town Manager, Vail Police Department, or designees may suspend, without prior notice, the operating privileges of a Commercial Operator, if they have reasonable grounds to believe that public health, safety, or welfare requires such suspension.

11. What are the areas impacted under this ordinance and the allowed vehicle types?

Location	Hotel Shuttles	Hotel Courtesy Cars	Taxi & Limos	TNCs	Private Cars
Cascade	Yes	Yes	Yes	Yes	Yes
Concert Hall Plaza 15-Minute Zone	No	Yes	Yes	Yes	Yes
Lionshead Parking Structure Top Level	No	Yes	Yes	Yes	Yes
Lionshead Welcome Center (E Lionshead Circle in front of Center)	Yes	No	No	No	No
Lionshead Lower Garage Skier Drop Off	No	Yes <7' Height	Yes <7' Height	Yes <7' Height	Yes <7' Height
Vail Transportation Center Info Center	Yes	No	Yes	No	No
Vail Transportation Center Skier Drop Off (East side)	No	Yes	Yes (7pm – 4am)	Yes	Yes
Hanson Ranch Rd Skier Drop Off	No	No	No	No	Yes
Golden Peak- Bus Loop	Yes	No	No	No	No
Golden Peak Skier Passenger Drop Off	No	Yes	Yes	Yes	Yes
Checkpoint Charlie	Yes	Yes	Yes	Yes	No
Mill Creek Circle	No	No	No	No	No
Meadow Dr & Vail Rd	No	No	No	No	No
E/W Forest Rd	No	No	No	No	No
Rockledge Rd	No	No	No	No	No

* Pick-ups and drop-offs from Checkpoint Charlie must be made from the exit lane after circling the roundabout so as not to impede incoming traffic to Gore Creek Dr and the International Bridge. Failure to do so violates municipal code 7-10-7 Conduct and will result in a citation to the Operator.

12. Where can the public report ordinance violations?

Via email at vailviolations@vail.gov; or by calling Vail Police Dispatch at 970-479-2201.

13. Pick-Up / Drop-Off Regulations

EFFECTIVE DATE December 21, 2010, last updated August 6, 2024

- Travelling through or stopping in bus stops is strictly prohibited for any vehicle.
- Any area marked as a 15-minute zone is a strict 15-minute zone and should not be used for staging for more than 15 minutes.
- Vans/courtesy cars/shuttles/taxis/limos/TNCs may **not** pick-up or drop-off clients beyond Checkpoint Charlie unless clients are dropping off luggage or groceries while the guest is residing in hotels/condos in the Village core area, as governed by the Town Pedestrian Mall Act.
- Vans/courtesy cars/shuttles/taxis/limos/TNCs may **not** drive on Gore Creek Drive or Bridge Street to pick-up or drop-off passengers unless a special circumstance exists such as assisting an injured or disabled passenger. Under no circumstances can any vehicles travel north on Bridge Street from Gore Creek Drive.
- Vans/courtesy cars/shuttles/taxis/limos/TNCs may **not** stage at the intersection of Bridge Street and Gore Creek Drive.
- No vehicles are authorized to enter the Lionshead Mall area or the bus lane on East Lionshead Circle. Taxis/limos/TNCs should use the shuttle area on the north side of East Lionshead Circle for pick-up and drop-off between 7 p.m. to 4 a.m. or the skier drop off area inside the P1 level of the Lionshead parking structure (Northwest corner) during other hours of the day. If the vehicle is over 7 feet in height, the top deck of the Lionshead parking structure is available for pick-up and drop-off during the daytime.
- Taxis may use the north designated lane (west end) at the top deck of the Vail Village Transportation Center to wait for passengers and must adhere to posted signs. This is a recognized taxicab stand, TNCs and limos are **not** allowed to wait for passengers in this lane.
- Town of Vail vehicles will endeavor to park at the east end of the taxi lane. If you should have any questions regarding these regulations, please contact the Vail Police Department on-duty patrol supervisor at 970-479-2201.
- TNCs can only stage where passenger vehicles are legally allowed to park on the perimeter of all pedestrian malls and shall not stage inside Vail Village Pedestrian Mall or Lionshead Pedestrian Mall.
- Limousines are not allowed to loiter for extended periods at the Vail Village Transportation Center (TRC). A staging area has been approved for the area east of the Village Information Center to pick up or drop off clients from 7 p.m. to 4 a.m. daily. This area is the eight parking spaces marked for 15-minute skier drop off east of the building and near the east end stairs from the Colorado Ski Museum. Limos without clients should use the east entrance/exit driveway nearest these parking spaces to access the area. An area on the south through lane on the east side of the Village Information Center, currently marked for Authorized Vehicles (more than 100 feet from the taxicab stand) has been authorized for drop off clients 24 hours a day. This is also an approved staging area for very large (oversized) limousines, one per company from 7 p.m. to 4 a.m. daily. In all cases, though, limousine carriers must be able to present a completed charter order or manifest upon request whether dropping clients, or when about to provide service to a newly pre-arranged party or clientele. Any limo stopped west of this location without a valid charter order is subject to a class 2 misdemeanor, or PUC fines. Additionally, limousines using this space must have proper PUC and Colorado registration documentation.

14. Available Resources

Please direct any questions related to this FAQ sheet to the Vail Police Department and its' Code Enforcement Officers at 970-479-2201. To report a violation or request an officer call Vail Dispatch at 970-479-2201.

For questions about purchasing a permit call Vail PD Administrative Services 970-479-2210. Hours of operation are 8 a.m. to 4 p.m. Monday- Friday.

The ordinance, application package, and frequently asked questions are available online at: www.vail.gov/commercialpermits.