



TO: All San Jose International Airport Limousine Operators
FROM: Bob Swensen, Airport Operations Manager
DATE: April 27, 2015
SUBJECT: **UPDATE - Airport Ground Transportation Program Changes**

On March 11, 2014, you were notified of changes to the Mineta San Jose International Airport Ground Transportation (GT) Program, which were approved by the San Jose City Council on March 4, 2014. The purpose of this letter is to update you on the implementation of those changes to the GT program.

Permit Requirements:

Upon implementation of the GT Program changes, Airport GT Permits will no longer be required by the Airport and trip fees will not be assessed for “**Drop-Off**” trips at the Airport. However, Permit requirements and trip fees remain in effect as defined below for all “**Pick-Up**” trips.

Annual Administrative Fee:

The \$200 Annual Administrative Fee has been eliminated. The one-time \$200 Application (Set-up) Fee for all New GT Permits will remain in effect.

Trip Fees:

******Starting May 1, 2015, all companies will be assessed standard trip fees.**

Regular Fuel Vehicles:	\$2.30/trip
Clean Fuel Vehicles*:	\$1.80/trip
ADA equipped Vehicles*:	\$1.80/trip

Please note that your vehicles **MUST** stay on the drop-off side of the roadway system (see attached) to ensure a trip fee is not charged for the drop-off. If vehicles activate any AVI readers on the pick-up side of the roadway (ie. Terminal A Baggage Claim, Terminal B GT Island, etc.), trip fees will be charged for the trips.



Both the non-refundable \$25.00 fee for AVI transponders and the \$50.00 fee for missed appointments will also remain unchanged and in effect.

New AVI Software

We are installing a new AVI software program, called "Gatekeeper" to use with the transponders already installed on your vehicles. This new system offers new features that will benefit both the Airport and the operators. For example, the software will allow GT operators access to their company trip data on a regular basis and the ability to update their contact information. We expect to announce the availability of these features shortly after the installation is complete. Look for updates regarding these features on the Airport website, www.flysanjose.com.

Airport Pick-Up Locations

Unfortunately, the new AVI software can not accommodate Limousine pick-up activities in non-gated parking facilities. Therefore, effective immediately, Limousines will no longer be authorized to pick-up passengers at the Terminal curbs. Instead, please use the following locations:

Terminal A Pick-Ups – Drivers should enter Terminal A Parking Garage (Lot 2), proceed to the second floor and use the designated Limousine parking spaces.

Terminal B Pick-Ups – Drivers should enter Lot 5 (south of Terminal B baggage claim) and use the designated Limousine parking spaces.

Billing Dispute Procedures

We would like to remind you of the procedures related to Billing Disputes. All disputed charges must be submitted in writing within sixty (60) days of the invoice date. All amounts due must be paid in full for disputes to be considered and processed.

Please include the invoice number, date(s) and dollar amounts of disputed fees, explanation of the disputed fees and name and contact information of the company official with whom the Airport will communicate.

Correspondence

Over the years, the GT office has used standard postal mailings to notify GT operators of program information. **This letter will be the last mailing from the GT office.** Going forward, we will send e-mails and post information to the Airport website. If you have not already provided a personal e-mail address and/or your company's e-mail address, please send it to airportgt@sjc.org.

We appreciate your business at Mineta San Jose International Airport. If you have any questions or desire further information, please contact Airport Ground Transportation Staff at AirportGT@sjc.org.



Sincerely,

Bob Swensen
Airport Operations Manager
Landside Operations

**Clean Fuel Vehicle: Any vehicle rated SULEV (Super Ultra Low Emission Vehicle) by the California Air Resources Board; any hybrid pre-approved by the Airport between September 23, 2005 and November 7, 2005; and any dedicated alternative fuel (non-gasoline, non diesel) vehicle rated ULEV (Ultra Low Emission Vehicle) – Level II, by the California Air Resources Board.*

** ADA Equipped Vehicle: Any vehicle that is accessible under the Americans with Disabilities Act of 1990.*

***Vehicles must be approved by the Airport before qualifying for the discounted trip fees.*

