



NORMAN Y. MINETA
SAN JOSE
INTERNATIONAL
AIRPORT

April 22, 2021

TO: All SJC Ground Transportation Operators

RE: RENEWAL OF SJC GROUND TRANSPORTATION PERMIT

The purpose of this letter is to notify you of the Norman Y. Mineta San Jose International Airport Ground Transportation Permit renewal process as your Permit expires on June 30, 2021. This year, we have automated the permit renewal process. To renew your Permit, submit all required documentation listed below to the Ground Transportation Office via the flysjc.com website, click on Business, Ground Transportation, and click on the 2021 Permit Renewal Link.

To be eligible for the Airport Ground Transportation Permit renewal, your company must:

- **Have no past-due invoices.**
 - We are unable to process payments at the Airport. The City of San Jose's Finance Department is available to accept payment with a credit card. The Finance Department can be reached at 408-535-3872 and are available to assist Monday thru Friday, from 1 PM to 6 PM. You may need to leave a voicemail message for them to follow-up with you. Please do not leave any credit card information on the voicemail. Please be ready to provide your company name and agreement number.
 - *NOTICE –Effective July 1, 2021, when submitting a card payment, an additional service fee of 2.4% will be collected by a third party (Wells Fargo Merchant Services) to cover transaction processing fees. To avoid this fee, payments can be paid online via ACH/echeck, or paid in person with cash or check or by mailing a check. Note: the City is not able to accept in-person payments when City Hall is closed to the public.*
- **Have no unpaid Citations.**
 - It is the company's responsibility to ensure that all citations are paid. To check if your company has any unpaid citations, call the City's Finance Department at 408-535-7055 and press option 5.
- **Have a valid AVI transponder and renewal decal on each vehicle operating at the Airport.**
 - Current decals will be valid until 07/31/2021
 - 2021 Renewal Decals will be issued upon the successful completion of the renewal application.



Once the company has confirmed there are no outstanding balances due to the City, please proceed to our flysjc.com website, click on Business, Ground Transportation Office and click on the 2021 Permit Renewal Link. Be prepared to upload the following documents – (1) current list of vehicles, (2) current insurance, (3) Workers Compensation Insurance or Workers Compensation Waiver, (4) Carter Party Certificate from the Public Utilities Commission, if applicable, (5) current Business Tax License Certificate, if applicable, and (6) Permit Renewal Signature Page (document available online).

By signing the electronic approval form, you are agreeing to all the terms and provisions of your Permit and are further agreeing to abide by all Federal, State and Local rules and regulations.

Due to COVID restrictions, the Airport is not offering a “drop-in” opportunity. If you prefer to drop-off your application in-person, please visit SJC’s Ground Transportation Webpage and click on the 2021 Permit Renewal Link to gain access to the appointment calendar.

All companies picking up passengers or parcels at the Airport are required to complete the forms, regardless of their initial sign-up date at this Airport.

Failure to complete the forms will result in the expiration of your Permit and the withdrawal of your authorization to operate at the Airport. Operating without a valid Permit may result in the issuance of \$250 citations to your company for each pick-up trip or drop-off conducted without a permit.

If you DO NOT intend to renew your Permit, please complete the Attached Permit Closure Form and return to the address listed above.

Airport Operations would like to remind you that the Ground Transportation Permit and AVI Transponders are non-transferable. In addition, operators must inform the Airport, in writing, of any changes to mailing address, telephone number, contact name or vehicle fleet. Forms to update accounts are available on our website at www.flysanjose.com

Additionally, each operator is responsible for maintaining proper insurance coverage, required licenses, and permits from the proper regulatory agencies.

If you have any questions or need support, please contact the Ground Transportation Office at airportgt@sjc.org. We appreciate your continued business in serving the needs of our Airport customers.

Sincerely,



Ashwin Naidu
Airport Operations Manager – Landside Operations

