



**Cleveland Hopkins International Airport
Per Trip User Fee Orientation**

Thursday, November 29, 2018

Per Trip User Fee

- On October 29, 2018 Cleveland City Council passed legislation allowing for a fee to be collected by the Airport from all commercial vehicle operators that use Airports roadway system;
- The fee will be set at \$4.00; and
- The charge will apply to all customer drop offs and pick ups conducted by a commercial vehicle operator.

Implementation

- Design of a new commercial drop off location;
- Relocate the Airport taxi pick up location; and
- Reconfigure certain parts of the existing Ground Transportation Center.

Drop Off Location

- Shuttles will continue to drop off in the Ground Transportation Center;
- Limos, Taxis, and Rideshare vehicles will drop off at the lower South Entrance to the terminal.

Access to Location

- Rt. 237 North *or* South *or* Snow Rd. West to the Five Points exit, turn onto Jackson Rd. and head into the drop off area; and
- All vehicles must have a proximity card to gain access to the drop off area.

Drop Off Location



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Pick up Location

- Shuttles will continue to pick up in the Ground Transportation Center;
- Limos, Taxis, and Rideshare vehicles will continue to pick up in the Ground Transportation Center;
- The customer pick up location can be accessed via the main entrance to the Airport thru to the Ground Transportation Center; and
- All vehicles must have a proximity card to gain access to the drop off area.

Pick Up Location



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TAXIS

- There will be two types of taxis operating at the Airport:
 - Airport Program Taxis (pick up only) will be moved to the Ground Transportation Center inside the garage.
 - City Taxis (drop off and pick up).
 - City Taxis will conduct customer pick ups in the Ground Transportation Center (in a designated area) and drop customers off at the new drop off location.

Per Trip User Fee Permit

- Permit application can be found on the CLE website:
<http://www.clevelandairport.com/about-us/business-cle/commercial-vehicle-permit-renewals>
- The permit application is a fillable PDF document;
- Fill out the permit electronically, print, sign and date.
- Deliver permit and other requested documents to the Ground Transportation Department @ CLE located on baggage claim; and
- Vehicle registration information will be assigned.

Per Trip User Fee Permit cont.

- Submit completed application w/vehicle registration(s), ACCORD form, and PUCO (if applicable), to the Ground Transportation Office between the hours of 8:00 am and 4:00 pm Monday – Friday;
- All applications must be submitted by Thursday December 20, 2018; and
- One proximity card and one vehicle identification sticker will be issued for each vehicle you are registering.

Per Trip User Fee Permit cont.

- The proximity card should be kept in the vehicle it is registered to; and
- The identification sticker will need to be affixed to the upper corner of the vehicles windshield (pass side) and should not be obstructed by window tint(s).

Per Trip User Fee Rules & Regulations

Section 1: Introduction

The following rules and regulations have been promulgated to provide Ground Transportation Providers (GTP) with the requirements for operating vehicle at CLE:

1.1 Commercial vehicles are any vehicle that uses CLE roadways to conduct business and/or that generates revenue for an individual or a company; this includes hotels and non-profit organizations.

1.2 Commercial vehicles are required to register with the Ground Transportation Office (GTO) located inside the Terminal at CLE on the baggage claim level across from carousel #3.

1.3 Commercial vehicle operators will be required to show a valid vehicle registration, Certificate of Insurance (ACORD form), and PUCO Authority (if applicable), along with providing a valid email address and phone number

1.4 All commercial vehicles will be issued a window decal and an entry access card

Per Trip User Fee Rules & Regulations

Section 2: Fees and Fares

2.0 Commercial vehicles will be assessed a \$4.00 per Trip User Fee for the first 100,000 trips in a calendar year for each company using its own vehicles

2.1 A trip is any transport of people or a person using a commercial vehicles

2.2 Pickups and drop offs are considered as separate trips

2.3 Only Shuttles are permitted to drop off and pick up without being charged twice as long as the shuttle driver does not reposition shuttle

Section 3: Billing/ Payments

*Fees will be invoiced by the 20th of the month following activity

*In the event that contact information such as billing address, email address, or phone number changes, you must notify the GTO of the change immediately

*Payments are due within thirty days of the invoice date. Payments in the form of check or money order can be mailed to the following address:

**Treasurer, City of Cleveland*

Bank of New York Mellon Trust

P.O. Box 70275, Cleveland, OH 44190-0275

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Per Trip User Fee Rules & Regulations

Section 3: Billing/ Payments (cont.)

To pay via credit card or to set up a credit card on file for recurring payments, please contact Accounts Receivable at (216)265-6039.

Please note that American Express is not accepted. Electronic Funds Transfer (EFT) is also available by request.

In the event payment is dishonored due to insufficient funds or otherwise, a \$25.00 return fee will be assessed against your account.

Failure to make timely payments is subject to the following penalties:

- Suspension/revocation of the access card
- Finance charge computed at the prime rate as established by Keybank, Cleveland, Oh, or such other national commercial bank as the City may reasonably designate from time to time, and in effect on the first day of the month preceding such delinquency, compounded monthly , from the date such amount is due and outstanding until payment has been made in full.

Per Trip User Fee Rules & Regulations

Section 4: Commercial Vehicle Owner/ Driver Responsibilities

- 4.1 Insure all vehicles used are registered with CLE's GT Department;
- 4.2 Drivers should receive customer service training from its own company and should have a good general knowledge of how to navigate the City of Cleveland and surrounding areas;
- 4.3 Drivers must be well groomed and dressed in business casual clothing;
- 4.4 Drivers can not be inebriated or under the influence of drugs; and
- 4.5 Companies will have proof that all of its drivers have a current (1x per year) criminal record and driver's license background check

Section 5: Equipment

- 5.1 Any vehicle used to transport customers must be clean and in good physical and mechanical condition;
- 5.2 Commercial vehicles must be numbered and have the company's name clearly identified on the rear or passenger side of the vehicle; and
- 5.3 Vehicles can not have any dents larger than a golf ball nor can show any signs of rust.

Per Trip User Fee Rules & Regulations

Section 6: Operating Locations

Shuttles:

Dropping off and picking up customers will be conducted in the Ground Transportation Center (GTC);

6.1 Each company that operates a shuttle service will be assigned a designated stall and is not permitted to occupy different or additional stalls without prior approval from the GTO; and

6.2 Shuttles will have a dwell time limit of 12 minutes.

Limos, Taxis, and Rideshare

6.3 Dropping off customers: the drop off queue is located at the south end of the Terminal on the lower level; the drop off area can only be accessed by using Jackson Road (route map attached); and

6.4 Customer pick-ups will only be allowed to take place at a designated areas within the GTC (signage will designate pick up area for each mode of transportation).

Per Trip User Fee Rules & Regulations

Section 7: Violations/ Penalties

Customers cannot be picked up at any location other than the areas designated in this agreement. Any company or its employees/ independent contractors who violate the terms of this agreement will be subject to a fine.

Three violations by any company or its employees will result in immediate revocation of permit(s).

7.1 Any GTP who fails to register with the Airport, comply with its rules and regulations, or pay the Per Trip User Fee, will be subject to a fine;

7.2 NO solicitation of any kind is permitted. Violation will result in immediate expulsion from this program; and

7.3 Lot access card replacement fee is \$50.00.

Thank you!

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