

Frequently Asked Questions

1. Single Day Permits?

- Temporary Operating Permit: Fee \$25
- Application for Temporary Operating Permits must be received a minimum of three (3) business days prior to date needed.
- Operator may only obtain up to three (3) Temporary Operating Permits per calendar year. Each Temporary Operating Permit may apply to no more than three (3) Vehicles not to exceed one (1) day.

2. What do I need in order to obtain an Oakland Airport Limousine or Charter Ground Transportation Operating Permit?

- You may then apply for a ground transportation permit found <https://www.oaklandairport.com/ground-transportation/landside-operations-permits/>

3. I do not have a current 2021 vehicle permit?

- Please contact the Ground Transportation Department regarding your in progress application or submit a completed application at oakgtpermits@portoakland.com.

4. How long will it take to obtain a ground transportation permit?

- It will take approximately two to four weeks to process a completed application.

5. What happens when my permit has been approved?

- You will be contacted via email when your permit application has been approved and your vehicle(s) added to the Airport's database. You will be asked to submit your application fee and permit Replenishment amount and transponder fee if applicable via the OAK Web Portal. The vehicle(s) will be scheduled for inspections at which time the transponder will be installed.
- In addition to receiving a transponder, the inspectors will also install OAK permit decals. These decals will be installed on the vehicle windows and have an expiration date.

6. Can I drop off and pick up customers at the airport while my permit is being processed?

- No. All commercial vehicles used to pick up or drop off passengers at OAK must be registered with the Ground Transportation Department and display OAK decals and a transponder. Commercial vehicles not permitted at OAK are subject to citations issued by Alameda County Sherriff's or Airport Personnel.

7. I have a permit with another airport. Can I drop off my customers at OAK?

- No. OAK has its own permitting requirements.

8. My family member wants a ride to the airport?

- If you have a permit and your vehicle has a transponder, you will be billed a trip fee by the airport.

9. Will I get my deposit back?

- Security deposits are refundable upon the termination of a permit. A Cease Operations form must be completed.
- The transponder(s) & decals must be returned to OAK in order for the deposit to be refunded. Any money owed to the airport will be deducted from the deposit.

10. What do I do if I want to terminate my permit?

- If you no longer want a ground transportation permit at OAK you must remove the decals and transponder, return them to the Ground Transportation Department, and submit the Cease Operations form request via email. Any fees owed to the airport will be deducted from your permit deposit. You will be responsible for all fees not covered by your permit deposit.

11. Can I pay my fees with cash?

- The airport cannot accept cash for any payments. Payments for fees can only be made by:
 - Credit Card - Visa/Mastercard/Discover/American Express
 - Money Order
 - Cashier's Check
 - Company Check

12. What do I do if I remove/damage or lose my transponder?

- A valid OAK AVI tag is required to be installed on each commercial vehicle operating in the Ground Transportation Program. There is a non-refundable fee of \$50.00 for each new or replacement tag installed.
- To have a new or replacement tag installed, please contact the Ground Transportation Department to arrange payment through the online portal and scheduling. In the event of a windshield replacement or other action which results in transponder removal or damage the original transponder must be returned and a new transponder must be purchased and installed by Airport personnel prior to the permitted vehicle operating at OAK.

13. What do I do if my transponder falls off the windshield?

- If airport staff sees a transponder has been removed and re-installed, you are subject to a Notice of Citation, fine and replacement costs for the OAK transponder.
- There is a non-refundable fee of \$50.00 for each new or replacement tag installed.
- To have a new or replacement tag installed, please contact the Ground Transportation Department to arrange payment through the online portal and scheduling. In the event of a windshield replacement or other action which results in transponder removal or damage the original transponder must be returned and a new transponder must be purchased and installed by Airport personnel prior to the permitted vehicle operating at OAK.

14. What do I do if I lose my OAK decals?

- Schedule for inspection appointment via email & bring the vehicle in for decal replacement. Vehicles operating at OAK without the proper decals and transponder are subject to police
- issued citations and administrative fines.

15. Does my vehicle need inspection when I get my decals and transponder?

- Yes

16. When do my decals expire?

The decals display an expiration date depending on the type of permit.

- Limousine decals - expire January 31 of the year
- Charter Decals - expire January 31 of the year
- Scheduled, Door-to-Door Pre-Arranged Decals - expire January 31 of the year
- Hotel - expire January 31 of the year
- Off Airport Parking - expire January 31 of the year
- Taxi - expire January 31 of the year

17. I sold my vehicle. What do I do with the OAK transponder?

- If the vehicle is sold, the transponder and the decals must be returned for deletion of the vehicle. Company will be held responsible for all trips made by a transponder issued to the company.
- PLEASE NOTE: Do not sell your vehicle with OAK decals and/or transponder on the vehicle.

18. Will I be charged for looping, recirculating while picking up or dropping off at the airport?

- Yes, trip fees (Ground Transportation Access Fees) are charged per trip / loop

19. I am a permitted Ground Transportation Tenant. How do I check my companies trip reports?

- You can log in to the OAK GateKeeper Vendor portal to:
 - View trips, trip fees
 - Add or delete vehicles from their fleet
 - Update contact information

20. How do I pay my Ground Transportation Fees?

- You can log in to the OAK GateKeeper Payment Portal to:
 - Pay fees
 - Add to prepaid balance

21. Limousine Waiting Area:

- The Limousine Waiting Area is available for up to five (5), (OAK) permitted limousine operators at may use the Limousine staging to standby for arriving passengers. The staging area has a limited number (maximum of 5) parking spaces. These parking spaces are available on a first come first serve basis. The Limousine staging spaces are not intended for passenger drop-off or pick-up.
- Only on-duty Oakland International Airport permitted limousines operators in good standing are allowed to use the Limousine staging spaces. Limousines in good standing must: 1) Hold a

current Oakland International Airport Permit issued by the Ground Transportation Department, 2) Not be suspended by the Port or PUC, and 3) Have included the name of the driver on the company's OAK permit application driver roster. Off-duty limousines, and personal vehicles are prohibited from utilizing the Limousine staging spaces. Limousine operators shall adhere to all applicable Airport Rules and Regulations and the following Limousine Staging Rules:

- **Current Oakland International Airport Permit is required**
- **Waybill is required**
- **Maximum 30-minute parking limit**
- **Smartphone App Pick-up (i.e. Uber, Lyft, Wingz) is prohibited**
- **Must park only in spaces designated for staging**