

Philadelphia International Airport-Ground Transportation AVI Program

Frequently Asked Questions (FAQs)

OVERVIEW OF PHL-GT AVI SYSTEM

Q1. What is PHL-GT AVI?

A1. PHL-GT AVI stands for the Philadelphia International Airport-Ground Transportation Automated (Automatic) Vehicle Identification. It is a system based on a technology that allows passive radio communication between readers and tags.

Q2. How does the PHL-GT AVI System work?

A2. It works pretty much like the 'E-Z Pass System' you may be familiar with. An inbound authorized tagged vehicle and/or an operator bearing an approved Access ID is allowed through the system upon meeting the required access conditions.

Q3. Who is required to carry an Access ID card?

A3. If you are a taxi cab operator, you will need to have an Access ID card, in addition to your vehicle tag, before you will be allowed into the system.

Q4. Why do I need to sign up to the AVI System?

A4. Because the Philadelphia International Airport (PHL) is already putting in place an AVI System to manage usage of its roadways, and the only way you can operate or continue to operate as a commercial vehicle owner/operator on the airport commercial roadway system is when you sign up to the system.

Q5. Can I avoid signing up to the AVI System but still be able to do business at the airport?

A5. Not if you do business regularly at PHL, for the reason outlined in **A4** above. However, if you are an infrequent user, we may be able to accommodate your request to use the system on a trip-by-trip basis upon payment of the applicable fees which range between \$20 and \$50 per trip depending on your vehicle type.

MANAGING YOUR AVI ACCOUNT

Q6. What is the procedure for signing up to the AVI System?

A6. You will be able to sign up in four (4) easy steps:

- Fill out an AVI application.
- Pay applicable fees which include tag deposit fees and/ or access ID card fees (Account opening fees have been waived).
- Meet minimum account opening balance requirements, i.e. load your account up to or above minimum opening balance
- Get vehicle(s) tagged and/or obtain access ID card

Q7. Will I be under contract to use the AVI System?

A7. Yes, you will need to enter into an agreement with PHL before you can use the AVI System. The **PHL-GT AVI Terms and Conditions**, together with your fully completed **AVI Application**, will constitute your agreement with PHL.

Q8. How long will the contract last for?

A8. PHL reserves the right to dissolve the agreement for any serious violation of the **PHL-GT AVI Terms and Conditions**. Other than that, the agreement will remain in force until such a time as you may decide to close out your account.

Q9. What happens if I decide to terminate the contract early? Is there a penalty for early termination?

A9. You will not be penalized should you decide to opt out of the agreement at any time, but you must communicate your decision to terminate to the GT-AVI department early enough to allow reasonable time within which to process any refund(s) you may be entitled to.

Q10. Can I close my account at any time?

A10. Yes, you may close your AVI account at any time you choose. When and how long you wish to be on the system is entirely up to you.

Q11. How often will I need to renew my subscription?

A11. Once you have an existing AVI account, you will be required to renew your Operating Permit on January 1st each

year by submitting your Annual Account Maintenance fees, unless you decide to close out your AVI account.

Q12. What becomes of my account if I do not use the system for a while e.g. 1, 2, 3 months, etc?

A12. If you frequent the airport and for some reason your account remains inactive for 30 or more days, we will notify you via phone, fax, e-mail, or regular mail of your account status and seek to confirm your desire to remain on the PHL-GT AVI System.

Q13. What happens in the event that the system locks me out even though my account is in good standing?

A13. Though this is an unlikely occurrence, you must contact the Customer Care Office, which will be open 24/7, immediately to resolve the situation and any other issues relating to your account status.

Q14. Can I sign up at any time of the day?

A14. To open an AVI account, just call at the AVI Customer Care Office @ (215) 937-4354. The office is located at the Baggage Claim area of Terminal 'A' East between the hours of 8am and 12am, 7 days a week, and provide all required documentation.

Q15. Will the AVI Customer Care Office be open during weekends and public holidays?

A15. The AVI Customer Care Office will open 24 hours a day, 7 days a week, 365 days a year.

Q16. How do I go about applying for refunds/reimbursements?

A16. You will need to go to the AVI Customer Care Office and fill out the necessary form, after which your account will be credited with the full value of any refund you may be entitled to, less any outstanding charges. On the average, processing of refund applications takes thirty (30) days.

Q17. Can I share an account with other operators?

A17. Under no circumstances are you to share your account or co-share any account with other operator(s). Failure to comply with this rule will result in termination of your account and operating privileges at PHL.

Q18. Will the AVI Customer Care Office be available 24 hours a day?

A18. Yes, the office will be open 24 hours a day, 7 days a week, and 365 days a year to handle all your questions, comments, and concerns. You can also reach us round the clock on telephone number (215) 937-4354. Account opening will only be accepted between the hours of 8:00am and 12:00am daily.

Q19. Will there be someone available to direct me where to go to put money in my AVI account?

A19. An AVI Customer Care Associate will be available 24/7 to give you directions to the Customer Care Office and to assist you with any concerns you may have.

Q20. What is the procedure for closing our AVI account if our company goes out of business?

A20. You must contact the Customer Care Office, and surrender all tags and/or access ID cards assigned to your AVI account. Only then will we begin to process a refund of your account balance less any outstanding charges. This process takes within thirty (30) days on the average.

Q21. How will first time users navigate through the system?

A21. The AVI System is easy to use. After signing up and getting your vehicle tagged, the system will guide you through the respective access control points through a combination of readers, message boards, traffic lights and gates, which will respond according to the condition of your account at the time, until you are ready to exit the airport facility. You will also be able to speak with a Customer Service Associate 24/7, through the intercom or by calling the Customer Service Hotline @ (215) 937-4354, if you require any assistance. Additionally detailed instructions will be available in the AVI Quick Guide.

Q22. Will my AVI account statement be sent to my residence monthly?

A22. Upon request, we are able to provide you with regular updates on your account status via phone, fax or e-mail. We may charge a small fee to cover postage costs if you want us to send your account statement by regular mail. You may also call our Customer Service Hotline, (215) 937-4354, to inquire about your account.

Q23. What will happen if the insurance on my vehicle(s) is cancelled?

A23. You are solely responsible for ensuring that you have current vehicle insurance. If your vehicle insurance policy expires or is cancelled prior to the expiration date, you must notify us immediately and also provide us with the renewal/new insurance information as soon as possible. Vehicles that are not properly insured will not have access to the

airport commercial roadway system.

Q24. How long will it take to sign up large groups of vehicles?

A24. The length of time it will take to sign up a large group of vehicles will depend on several factors such as the number of vehicles to be registered, when you can make the vehicles available for tagging, etc.

Q25. Once my company is signed up and I need to add other vehicles or drivers will I have to come to the airport to sign them up?

A25. You will need to bring any additional vehicles to the airport for proper registration and tagging. In the case of additional drivers, you may send in your application along with their details and all of the required documents.

Q26. For Courier companies who have more than one driver and some independently contracted drivers, will each driver have their own account or will the company be responsible?

A26. See **A39** below.

FEES AND ACCOUNT BALANCES

Q27. How much will it cost me to sign up to the AVI System?

A27. Account opening requirements and applicable fees and/or charges vary from operator to operator, and are dependent on vehicle service class/type. Please refer to **the PHL-GT AVI Terms and Conditions** to get an idea of how much you will need to pay in order to sign up.

Q28. Will I be able to access/withdraw money from my account in the event of a medical emergency, etc?

A28. The only time you will be able to request to withdraw money from your account is when you decide to close out your account, in which case you will receive a corporate check by mail in the amount of the remaining balance in your account less any fees owed.

Q29. Will there be any ongoing costs to use the system?

A29. Yes. Aside the start up costs, which include account opening and tag deposit fees, and the initial account opening balance, you will need to replenish your account periodically to keep it at or above the minimum operating level. You will also need to pay to get a replacement for any misplaced, lost, stolen or damaged tag and/or access ID card issued to you.

Q30. Why do I have to prepay in order to use the system?

A30. With a prepaid system, you will be making fewer trips to the AVI Customer Care Office to make payments. Under the old system, you were required to prepay by purchasing a book of coupons before you could access the airport commercial roadway. So it is with the AVI System, except without the coupons.

Q31. What will happen with the balance in my account when I decide to close it out?

A31. Upon closure of your AVI account, you will get a full refund in the amount of the balance in your account less any outstanding transaction charges and/or applicable administrative fees.

Q32. How will I know when I need to replenish my account?

A32. Each time you enter the system, readers at designated areas will check your account to see if it is in good standing. If your account balance falls below the minimum operating level, a "Low Balance, Contact Customer Care Office" message will appear on a Variable Messaging System (VMS) sign at the lot entry point. In addition at the exit point from the West Lot a traffic light will show yellow, indicating a low balance. However, in this condition, the gate will still open to allow you access to the airport commercial roadway. You will receive only two (2) "low balance" warnings to give you time to replenish your account, failing to replenish your account will result in the system denying further access.

Q33. Will there be an incentive or cost waiver for paying 3, 6, 9 or 12 months up front?

A33. Not at this time, but we will keep you informed of any future developments.

Q34. Can you set up the AVI System such that my account will not be able to go below a predetermined limit?

A34. Unfortunately we are unable to do so at this time. You are solely responsible for updating your account at all times. We will keep you informed of any future developments in this area.

Q35. Will I be able to use the system in the event that my AVI account has a zero balance?

A35. Not with a zero balance, the AVI system will only allow you access when you have a balance of two (2) or more trips in your account.

Q36. Where do I go to put a deposit in my account?

A36. You may replenish your account at the AVI Customer Care Office located in Terminal A East Baggage Claim. The office will be open 24 hours a day, 7 days a week 365 days a year.

Q37. Will we be able to use a credit card to credit my account and pay for any other fees?

A37. Credit card transactions are not available at this time, but you would be able to use your credit card as a method of payment in the future. We will keep you informed of any future developments in this area.

Q38. What is the minimum balance?

A38. The minimum opening balance will vary depending on the vehicle type and/or service type. The minimum account balance is two (2) trips on each account.

Q39. Who will be responsible for payment, owners or drivers?

A39. Company Owners (Shuttle Vans, Limousines, and Couriers) will be responsible for account start-up costs, vehicle transponder deposit, annual permit fees, account opening balance and account replenishment amount.

Independent Couriers will be responsible for account start-up costs, vehicle transponder deposit, access ID card deposit, annual operating permit fees, account opening balance and account replenishment.

Taxi Cab Owners will be responsible for vehicle transponder deposit, and annual operating permit fee.

Taxi Drivers will be responsible for account start-up costs, access ID card deposit, annual operating permit fees, account opening balance and account replenishment.

Q40. What if I don't have the necessary funds to open an account but I have coupons left, will I be able to use my coupons as a deposit?

A40. No. Coupons will only be credited towards the minimum opening balance at the account set-up. You must in addition to meeting the minimum opening balance requirements pay the account opening fee and all other applicable fees as a condition for signing up to the system.

Q41. How will I get payment for coupons that I have left after the AVI system actually starts?

A41. See **A40** above.

TRIP RATES AND CHARGES

Q42. What happens if the system charges my account erroneously e.g. debits my account twice for the same trip?

A42. There is a very low probability of this ever happening, but in the unlikely event that your account is charged inaccurately. Once the problem is identified we will immediately process any refunds or account adjustments you are entitled to.

Q43. At what point will the AVI System assess a trip charge against my account?

A43. The system will assess an initial trip charge against your account when you exit the West Lot into the airport commercial roadway. In addition to the initial wait time trip charges, limos, vans, buses, and couriers will be subject to additional charges for extended periods of time over 60 minutes in the West Lot or extended dwell time charges on the Terminals. Wait time or dwell time charges do not apply to taxis.

Q44. Will my account be assessed an extra charge if I stay longer than the one hour wait time limit in the West Lot due to a broken down or malfunctioning vehicle?

A44. You must contact the AVI Customer Care Office immediately if this happens, and we will advise you what to do. We may, at our sole discretion, issue you a redemption ticket that will be credited to your account the next time you replenish your account.

Q45. What happens in the event that I dwell on the terminals longer than 20 minutes due to a variety of situations outside my control: passenger needs assistance; passenger is in the rest room, heavy traffic, emergencies, etc?

A45. Your account will still be charged if you go over your dwell time, as you are responsible for ensuring that your party is ready for pick-up before you leave the West Lot. You may, however, provide a written dispute which we will review

and act upon accordingly.

Q46. Are there going to be changes in the current egress fees structure? If yes, how soon are the increases likely to take effect and by what percentage?

A46. At this time the egress fees will remain the same, however, we will notify you of any possible future changes in applicable fees.

Q47. Will there be special rates for holidays and events, conventions, etc?

A47. Not at this time.

Q48. If I am a limo driver in the West Lot and my dispatcher calls to tell me that my party's flight was delayed and that I should leave and come back when they are due to arrive, will I be charged when I leave the limo lot on the north side?

A48. Yes, the system will assess an initial trip charge against your account once you exit the West Lot. However, you will need to notify a manager on duty of your inability to pick up in order to get a redemption ticket that will be credited to your account as a refund for the initial trip charge assessed. It is your responsibility to ensure you are issued a redemption ticket anytime you enter the system but have to leave for some reason without a pick-up. We will not issue you any redemption if you stay in the West Lot for 30 or more minutes, or if your fare is not at the pick up terminal. Lastly, redemption tickets will be credited to your account at the time of account replenishment.

Q49. Will I get a refund if I leave the airport without picking up?

A49. See **A48** above.

Q50. Will my account be charged if I need to train a new driver at the airport, and I am not picking up?

A50. Yes. You will be charged any time you use the commercial roadway.

Q51. If a cab driver gets a call from his/her dispatcher for a private pickup while in the West Lot, how will they be charged?

A51. They will be charged just as if they had a regular pickup from the taxi zone. The trip charge will remain the same at this time.

Q52. If a provider enters and has given access from the first reader and he decides not to enter through the second reader and exits out the dump lane, will the company be charged?

A52. No, see **A43** above.

Q53. If a driver is sent back to the Hold Lot from the terminals, will the driver be charged when he/she comes through the terminals again?

A53. The driver will be issued a redemption ticket that will be credited to the driver's AVI account the next time he/she replenishes the account.

TAGS AND ACCESS IDs

Q54. What happens if I lose my Access ID card?

A54. If your Tag/Access ID card is lost, stolen, or damaged, you must contact the AVI Customer Care Office immediately to fill out a Tag/ID Replacement form. You will need to pay a \$10.00 fee for a new Tag/ Access ID. The lost, stolen, or damaged Tag/Access ID card will be deactivated immediately and a new tag will be issued.

Q55. Can I sell, borrow, loan or swap my Access ID card?

A55. While in your possession, the Access ID card remains the exclusive property of PHL. You may NOT sell, borrow, loan or swap Access ID cards. Doing so will void your contract with the City and you could lose your operating privileges.

Q56. How will the system ensure the integrity of my account in the event that my Access ID card is stolen?

A56. You are responsible for reporting missing/ stolen Access ID cards to the AVI Customer Care Office immediately. The missing/ stolen card will be deactivated to prevent use; a new card will be assigned once you pay the \$10 replacement fee.

Q57. If my card or transponder is damaged or lost, will I still have access to the lot?

A57. No, if your Access ID card or transponder is damaged or lost, you must go to the AVI Customer Care Office to obtain a new one for a fee of \$10.00.

SUSPENSIONS AND REINSTATEMENTS

Q58. What will happen with my account balance if I am suspended?

A58. The balance in your AVI account remains intact while you are serving out any suspension; your AVI account will not be charged while you are on suspension. Upon reinstatement, the full value of your account balance prior to the suspension will immediately be available to you.

Q59. Will the system refund me for the period I am on suspension?

A59. No. While on suspension, the AVI System will not debit your account as there will be no transactions posted to your account. This means your account remains open with no charges assessed against it until you fulfill your suspension period and you begin working again.

Q60. If a vehicle I am operating is suspended, will I be able to use another vehicle on the system?

A60. You will be able to use another vehicle if it is registered in the system and meets all operating requirements.

Q61. Will it be possible to pay a fine in lieu of suspension?

A61. No. The suspension policy will not change.

Q62. If I have been suspended, and I want to discuss my case, what should I do?

A62. As is current the procedure, you will have to address your concerns to the Ground Transportation Management Office by discussing the situation with the supervisor or manager on duty.

Q63. What is the procedure for getting reinstated?

A63. Unlike in the old system, the AVI System processes suspensions and reinstatements automatically. For example, if a vehicle or operator is suspended for 30 days effective 09/01/2007, the system will automatically reinstate the vehicle or operator on 10/01/2007.

Q64. When a driver is suspended, will the vehicle be suspended as well?

A64. Only if the infraction committed by the driver is related to a vehicle access violation, e.g. unsafe vehicle, no insurance, non-registered vehicle, vehicle equipment not working, etc.

Q65. How will a driver know if he is been reinstated after serving a suspension?

A65. In addition to **A63** above, the suspended driver is notified at the time of the suspension of the date and time they can return.

INFREQUENT USERS

Q66. As an infrequent Ground Transportation operator, will I need to sign up before I will be able to use the system?

A66. As a policy, PHL requires all commercial vehicles operating on the airport commercial roadway to be registered in the AVI System. However, if you choose not to participate in the AVI program, you will be required to operate as an infrequent user, for which appropriate fees between \$20 and \$50 will apply depending on your vehicle size and type.

Q67. How will school bus tour groups enter and/or pay to use the commercial roadway?

A67. Non-commercial school bus tour groups will need to contact a Customer Service Associate using the intercom provided at the entrance to the West Lot, before they will be allowed through the system. Unless they have an authorized Airport Permit, they will be required to pay the applicable infrequent user fee.

Q68. If I do not frequent the airport how will I gain access to the lot?

A68. First, you need to submit a written request beforehand notifying us of your intention to pick up at the airport. Second, when you come to the airport to pick up, you will be required to pay the applicable fee for your service category. To do this, you will have to come over to the Customer Care Office located at the Baggage Claim area of Terminal 'A' East. Depending on your service category, you may have to pay between \$20 and \$50.

Q69. Do I need to put a deposit down if I am not frequent at the airport?

A69. An infrequent operator is classified as one who makes between one and two trips to the airport in a month. If you fall under this category, you do not necessarily have to put down any deposit; however, the appropriate rate charges for your service category will apply in order for you to be able to use the south commercial roadway. See **A66** above for rate

information.

Q70. What will be the process for out-of-town vehicles needing to pick up their prospective fares but have never registered at this airport?

A70. See **A68** above.

MISCELLANEOUS

Q71. What happens in the event of a system shutdown?

A71. The AVI System is designed to run without any disruptions, with a backup system in place in the unlikely event of a system failure.

Q72. Will I still need to go to the Hold Lot to get a ticket before I will be able to use the system?

A72. Yes, as a taxi operator, you will still need to go to the Hold Lot to retrieve a ticket and get in line before being dispatched to the West Lot.

Q73. Will the short-fare program be cancelled under the AVI System?

A73. No, the short-fare procedure will not change at this time. You will be notified of any modifications or cancellation to the short-fare program.

Q74. Will I be penalized for driving through in the event that the gate stays up even after the vehicle ahead of my vehicle has entered or exited the West Lot?

A74. "Piggy Backing" is a serious violation and will result in suspension of access privileges or possible termination. If the gates fail you still need to process your vehicle through the system as normal.

Q75. What happens in the event of an emergency situation, where the West Lot will have to be evacuated?

A75. During an evacuation situation, we may ask you to exit the West Lot either through the north or south commercial roadway. We will credit any trip charges assessed to your AVI account in the process.

Q76. What is the procedure for resolving a dispute?

A76. You will need to visit the AVI Customer Care Office to speak with a manager.

Q77. Will there be concessions for large fleet owners?

A77. No, fleets will be required to meet all provisions of the Terms and Conditions for operating at PHL. Fees will be based on current company activity.

Q78. Where can I park my vehicle if for any reason I am denied access to the system and I need to replenish my account?

A78. You may park at any authorized designated parking area not covered by the AVI system, at your expense.

Q79. Will the flight monitors in the West Lot be operating when the AVI System starts?

A79. We should be able to give you an update on that soon.

Q80. How do I get to the PHL commercial lot?

A80. The Philadelphia International Airport is located at 8800 Essington Avenue, Philadelphia, PA 19153. You can use MapQuest, Yahoo Maps, or Google Maps to find directions to PHL. When you arrive, follow the signs to Arriving Flights and then follow signs directing you to the commercial vehicle access road.

Q81. How will customs employees enter through the system?

A81. All Customs and authorized airport personnel will be issued vehicle transponders.

Q82. Will applications be available online?

A82. Online applications are not available at this time. You may obtain an application by visiting the Customer Care Office or have one sent to you via fax or regular mail. We will notify you should online services become available.

Q83. How long will the coupons be valid after the AVI System is started?

A83. Unused coupons can be exchanged at the time of account setup or replenishment.

Q84. Are transponders transferable? Let's say I need to renew or upgrade my fleet, will I be able to transfer transponders between vehicles?

A84. Under normal circumstances, you cannot transfer transponders between vehicles. The only time you will be able to do that is if you intend to replace a vehicle that is already in the AVI System with a new vehicle that will bear the same license plate registration as the vehicle to be replaced. Otherwise each new vehicle added to your account will need to be processed with all applicable fees and documentation will be required.

Q85. Will the VMS sign at the West Lot Exit display my account balance?

A85. No, it will not. The VMS sign at the Limo exit of the West Lot will display the total time you have stayed in the lot. The traffic light will turn yellow when your account is down to two (2) trips otherwise a green light indicates that your account is in good standing.

Q86. As an out-of-town operator, can I avoid the AVI System by parking in the Short-term parking facility?

A86. Yes, if you so wish.

Q87. Will the account start-up costs and replenishment fees be pooled for my entire fleet which consists of several different vehicle types?

A87. Yes.

Q88. Is the AVI System a part of the PPA-GPS?

A88. No, the PHL-GT AVI System is exclusively managed by the airport, and is in no way related to the PPA nor the PPA Global Positioning System (GPS) or its credit card processing system.

Q89. Can I deposit an amount lower than I need to at the time I am replenishing my account, and make up the difference at a later date?

A89. You will not be allowed to top of your account in small increments. You will be required to replenish your account to the minimum opening balance.

Q90. Is the annual operating permit fee refundable at account closing?

A90. No. The annual operating permit fee is an administrative fee that is charged for maintaining your AVI account for example receiving printed account status updates on demand, special mailings on new developments, etc.