

Frequently Asked Questions

1. What do I need in order to obtain an airport Limousine or Charter Ground Transportation Operating Permit?

All California-based Limousine and/or Charter Ground Transportation Operators must obtain operating authority from the [California Public Utilities Commission](#).

Out of state operators must be licensed with the [Federal Motor Carrier Safety Administration](#). Once licensed with the state or government, you may then apply for a ground transportation permit.

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

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

3. What happens when my Charter permit has been approved?

You will be contacted when your permit application has been approved, finalized and your vehicle(s) added to the Airport's database. You will be asked to submit your registration fee and permit deposit. The vehicle(s) will be scheduled for a limited safety inspections at which time the transponder will be installed. In addition to receiving a transponder, the mechanics will also install a matching set of decals. These decals will be installed on the back side windows and have an expiration date.

4. What happens when my Limousine permit has been approved?

You will be contacted when your permit application has been approved, finalized and your vehicle(s) added to the Airport's database. You will be asked to submit your permit deposit and registration fee. In addition, you will be instructed to bring the vehicle to GTU at which time the mechanics will install your transponder and decals.

5. 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 SFO must be registered with the Ground Transportation Permit Processing Unit (GTU) and display SFO decals and a transponder. Commercial vehicles not permitted at GTU are subject to citations issued by the San Francisco Police Department - Airport Bureau.

6. I have a permit with another airport. Can I drop off my customers at SFO?

No. Each airport has its own permitting requirements. You must contact each airport to find out the airport's permitting requirements.

7. My family member wants a ride to the airport. Can I do this without a Waybill?

The CPUC and Airport require a Waybill for every pick up and drop off at the Airport. In this case, the Waybill must indicate you are transporting a family member and there is no charge. That information must be written on the Waybill. If you have a permit and your vehicle has a transponder, you will be billed a trip fee by the airport.

8. Will I get my deposit back?

Permit deposits are refundable upon the termination of a permit. The transponder(s) & decals must be returned to SFO in order for the deposit to be refunded. Any money owed to the airport will be deducted from the deposit.

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

If you no longer want a ground transportation permit at SFO you must remove the decals and transponder, return them to GTU, and submit the termination request via the Web Portal. 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.

10. 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

11. What do I do if I lose my transponder?

Schedule for inspection appointment via the Web Portal & return the vehicle to GTU for the transponder replacement. You must provide a police case report number for a lost or stolen transponder issued by the San Francisco Police Department - Airport Bureau.

12. Where do I get a police case number for a lost or stolen transponder?

You must contact the [San Francisco Police Department - Airport Bureau](#) or file online for a lost transponder. The link for filing online is: <http://sanfranciscopolice.org/reports>. You must provide the transponder number when filing the report.

13. What do I do if I lose my decals?

Schedule for inspection appointment via the Web Portal & return the vehicle to GTU for the decal replacement. Vehicles operating at SFO without the proper decals and transponder are subject to police issued citations and administrative fines.

14. Does my vehicle need a safety inspection when I get my decals and transponder?

Buses (11 seats or more) and vans (10 seats and under) must get a limited safety inspection annually by the mechanics at GTU.

15. I have a van (10 seats and under). What must I bring to the inspection?

Each driver must check-in for a limited safety inspection appointment in GTU office and present the following information to the clerk prior to the inspection appointment time:

- Valid commercial vehicle registration
- Valid driver 's license
- Original brake certificate
- Proof of insurance for the vehicle

16. Where do I get a brake certificate?

The [Department of Consumer Affairs, Bureau of Automotive Repairs](#) provides a listing of licensed brake stations. The brake certificate must be completed by an authorized technician and is valid for 90 days after issue.

17. I have a bus (11 seats of more). What do I need to bring to the inspection?

Each driver must check-in for the limited safety inspection appointment in GTU office and present the following information to the clerk at the inspection appointment time:

- Valid commercial vehicle registration
- Valid class B driver's license
- Proof of insurance

A CHP safety inspection report must already be on file.

 [Vehicle Safety Inspection Checklist](#)

18. 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 April 30 of the year
- Long Distance Decals - expire June 30 of the year
- Scheduled, Ride-share, Crew, and Door-to-Door Pre-Arranged Decals - expire October 31 of the year
- Hotel, Rent-a-car, Parking - expire February 28 of the year

19. Where do I put my TCP on my vehicle?

The PUC requires the placement of the TCP (visible from 50 feet and in contrasting color) on the vehicle as follows:

- Buses (11 or more seats) - TCP on both sides
- Vans (10 seats and under) - TCP on front and back bumper
 - Front bumper - passenger's side
 - Rear bumper - driver 's side
- Limousines - TCP on front and back bumper
 - Front bumper - passenger's side
 - Rear bumper - driver 's side

20. Do I pay a deposit for my transponder?

There is no deposit for the transponder.

21. What kind of transponder do I need for my vehicles?

All vehicles have a window mounted transponder. At this time, there is no deposit for a transponder.

22. I sold my vehicle. What do I do with the 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 SFO decals and/or transponder on the vehicle.

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

The computer chip inside your transponder is very fragile so if you remove the transponder for any reason, you must return to GTU with your vehicle to have it checked to make sure that it is still recording properly. It may be replaced by SFO mechanics if it no longer works. If a police officer sees a transponder has been removed and re-installed, you are subject to a ticket and an administrative fine.

24. Do I need worker's compensation insurance?

Worker's compensation insurance exemptions are as follows:

- If company is a corporation - all corporate officers filed with California Secretary of State are exempt from worker's compensation insurance
- If a company is an LLC - all members filed with the California Secretary of State are exempt from worker's compensation insurance
- If a partnership - all partners listed on TCP are exempt from worker's compensation insurance
- If an individual - the spouse may drive the vehicle if filed as a driver with the California Public Utilities Commission.

Anyone else driving your vehicle must be covered by worker's compensation insurance regardless of number of hours and relationship to owner.

25. Where do I get worker's compensation insurance?

Contact your insurance broker or contact the [State Compensation Insurance Fund](#). State Compensation Insurance Fund is a California non-profit public enterprise that operates as a mutual insurance carrier offering California employers insurance at cost with no financial obligation to the public.