



GROUND TRANSPORTATION PERMITTING PORTAL FAQs

WHAT IS THE PERMITTING PORTAL?

The Permitting Portal is an online system that allows transportation providers to apply for permits, manage vehicles, upload required documents and submit payments in one place.

WHO IS REQUIRED TO USE THE PERMITTING PORTAL?

All commercial ground transportation companies operating at the airport must use the Permitting Portal.

HOW DO I CREATE AN ACCOUNT?

Select “Create New Account” on the portal homepage and follow the prompts to set up your company profile. Each company should maintain a single account.

WHAT DOCUMENTS ARE REQUIRED?

Required documents are based on your permit type. The portal will display a checklist of all required items during the application process.

HOW LONG DOES THE APPROVAL PROCESS TAKE?

Applications are typically reviewed within five to seven business days. Processing times may vary based on application volume and completeness.

HOW WILL I KNOW IF MY PERMIT IS APPROVED?

You will receive an email notification once a decision has been made. You can also check your application status at any time within the portal.

WHAT HAPPENS IF MY APPLICATION REQUIRES UPDATES?

You will receive a notification outlining any required corrections. Once updates are submitted, your application will continue through the review process.

CAN I UPDATE MY VEHICLE INFORMATION AFTER APPROVAL?

Yes. You can add or remove vehicles at any time through your portal dashboard.

HOW ARE FEES PAID?

All payments are made directly within the Permitting Portal using a secure, PCI-compliant checkout process.

WHERE CAN I GET HELP?

For assistance, select “Help & Support” within the Permitting Portal.