

Ground Transportation Industry Outreach Session

TRIP FEE DISPUTE RESOLUTION

September 14, 2016

Financial Management

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TRIP FEE BILLING

Wednesday, September 14, 2016

- How often does billing occur?
 - Monthly (beginning Jan 2017 activity)
 - AVI system will produce a trip report
 - Total dollar amount of trip fees will be loaded to billing system
 - Invoice will be generated and mailed within 20 calendar days of previous months activity
 - Electronic invoices currently not available
- Trip Fee Invoice
 - Due date 31 calendars days from invoice date
 - Due date clearly reflected in upper right hand corner of invoice

Invoice

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CITY OF PHOENIX
251 West Washington Street
Phoenix, Arizona 85003-2295

Duplicate Page 1 of 1

Invoice
Number/Date
1300107530 09/12/2016
Due Date: 10/13/2016


Customer Number: **6605495**
Contact/Phone: **Aviation Dept. (602) 273-3365**
Contract Nbr: **1003991**
City Clerk Nbr:

BILL TO:
XYZ TRANSPORTATION
1234 ANYWHERE RD
PHOENIX AZ 85034

SOLD TO:
XYZ TRANSPORTATION
1234 ANYWHERE RD
PHOENIX AZ 85034

Item	Description	Qty	Rate	Unit	Amount
1-	Trip Fees For period 07/01/2016 - 07/31/2016	1.0000	5,021.25	1 EA	\$ 5,021.25
	Items total				\$ 5,021.25
	Taxes				
	Total amount due.....				\$ 5,021.25

PLEASE DETACH AND RETURN THIS PORTION WITH YOUR PAYMENT



CITY OF PHOENIX
P.O. Box 29110
Phoenix, AZ 85038-9110

Make check or money order payable to City of Phoenix
Include your name and Customer No. on check or money order
Payments can be made in person at 251 W. Washington Street. This
statement is available in alternative formats upon request. TTY number
is (602) 344-3300.

Check or Money Order

Credit Card

VISA MC AMEX DISCOVER OTHER _____

Credit Card Account Number: _____ Zip Code: _____

Expiration Date: ____ / ____ / ____

Signature: _____

(Credit Card Only)

Enter Amount Paid

Customer Number	Invoice Number	Invoice Date	Payment Due Date	Amount Due
6605495	1300107530	09/12/2016	10/13/2016	\$5,021.25

020006605495@13001075301000000000050212588

- Payment options:

- Send payment along with remittance stub to:

City of Phoenix Aviation Dept.
P.O. Box 29110
Phoenix, Arizona 85038-9110

Remittance address is reflected on the lower portion of the invoice-remittance stub

- Submit payment to Ground Transportation office
- Online payment options to be available in approximately one year

Delinquent Fees

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- Delinquent Fees
 - Governed by City Code 4-7
 - Payments due dates are subject to a 10 calendar day grace period
 - Postmark is not considered as received date
 - Payments not received within 10 calendar day grace period will be assessed delinquent fees
 - Delinquent fees are calculated at 1.5% per month
 - Delinquent fees are calculated and accrued on a daily basis until the account balance is paid in full

Ground Transportation

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- What if a trip fee discrepancy is discovered?
 - What are my resources and options?
 - Rule and Regulation 08-01, Ground Transportation Operating Requirements - Section 14
 - Phoenix City Code - Chapter IV, Section 4-78 Fees
 - Ground Transportation Office
 - Administrative Protest Review
 - Administrative Appeal
- Trip Fee Invoice Discrepancy Tools
 - Online, real-time trip tracking
 - GT Customer Service Staff
 - Most discrepancies can be resolved by contacting the GT Office
602-273-3383

Trip Fee Administrative Protest (Review)

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Formal Request for an Administrative Protest Review

- Authorized provider must submit a written protest to the GT Office within 30 calendar days from the invoice date
- Protest must include detailed documentation of the calculation believed to be incorrect
- Protest must be delivered via certified mail to:

City of Phoenix Aviation Dept.
Ground Transportation Office
Manager/Superintendent
Attention: Trip Fee Administrative Protest
3300 E. Sky Harbor Blvd.
Phoenix, Arizona 85034

- An Aviation Representative investigated protest, conducts the review, and a decision provided within 15 business days of receipt of the written protest
- Delinquent fees on any outstanding amounts due will accrue while the fees are being disputed and until the total is paid in full
- Delinquent fees will be reversed and the trip fee corrected in the event the review officer's decision confirms the provider's calculation

Trip Fee Administrative Appeal

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Trip Fee Administrative Appeal Request

- Held by a hearing officer with the Office of Administrative Hearings (OAH)
- The authorized provider must submit the appeal, in writing, within 10 business days after receipt of the decision in dispute
- Appeal notification must be delivered via certified mail to: City of Phoenix Aviation Department (same address)
- The appeal must include the following:
 - Statement of the amount in dispute
 - Detailed statement of the authorized provider's trips during the period in dispute and counting methodology
 - Statement of the reasons why the decision was incorrect and the amount of adjustment to be made
 - Request for a hearing if one is desired

Trip Fee Administrative Appeal Cont'd

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- Hearing officer will request from the Aviation Department a written response to the issues raised
- The Aviation Department will submit to the hearing officer, and mail to the authorized provider, a written response to the hearing officer's request within 15 business days of receipt of request
- If a hearing is requested:
 - Hearing shall be scheduled by the hearing officer
 - Authorized provider will have the opportunity to appear with witnesses/counsel to present information and testimony on its behalf
 - At the hearing, or within 15 business days thereafter, the hearing officer will make a written determination on the factual evidence presented. A copy of this determination will be sent by registered or certified mail to the authorized provider and the Aviation Department
- If a hearing is not requested:
 - Hearing officer will make a decision on the appeal based on the written evidence submitted

Trip Fee Administrative Appeal Cont'd

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- If OAH determines the Authorized Provider's objection to be valid:
 - Hearing officer shall have the authority to initiate an appropriate adjustment to the trip fee calculation and billing, including a reversal of any accrued delinquent fees
- If OAH determines the Authorized Provider's objection to be invalid
 - Authorized provider shall be responsible for payment of the trip fees in question and any delinquent fees as applicable
- The determination of the hearing officer shall be final and conclusive between the City and the Authorized Provider

General Questions ?

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A copy of this presentation will be posted to:

<https://skyharbor.com/Business/TenantsAndContractors/GroundTransportation>

Next Meeting

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The AVI System, Trip Logic, and the Vendor Portal

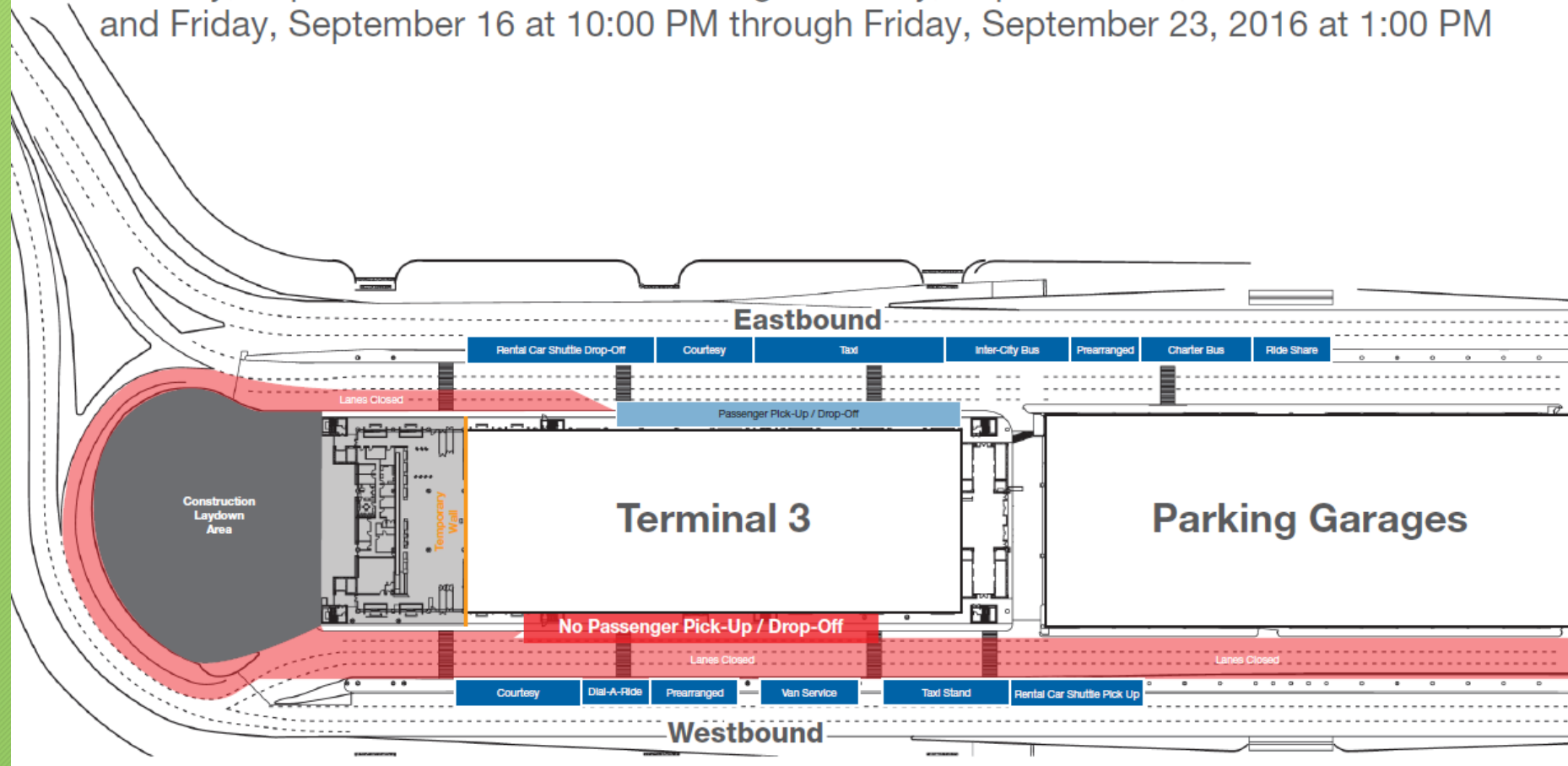
- October 12, 2016
- 10:30am - 12:00pm,
- 2515 East Buckeye Road Facilities & Services, Large Conference Room (Level 2)

T3 South Inner Lanes & Curb Closed

Privately-Owned Vehicles Passenger Pick-Up/Drop-Off on North Side ONLY

Friday, September 9 at 10:00 PM through Monday, September 12, 2016 at 5:00 AM
and Friday, September 16 at 10:00 PM through Friday, September 23, 2016 at 1:00 PM

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Trip Fees:

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Vehicle Size	Beginning January 1, 2017	Beginning January 1, 2018	Beginning January 1, 2019
1—8 Seats	\$2.25	\$2.75	\$3.25
9—23 Seats	\$2.75	\$3.50	\$4.25
24+ Seats	\$6.50	\$7.50	\$9.00