

## How Your Zoom Lane Account Works

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You will receive a monthly statement, by fax or mail, depending upon the option indicated on your application. The statement will show date of entry and exit, the credit card charges for each parking stay and the choice of credit card used. A statement will NOT be issued if there was no parking activity during the month.

To have a statement mailed or faxed to you, call the parking business office at (585) 292-4904 between 8 a.m. and 4 p.m., Monday through Friday. Our airport office is open 24 hours and available to help at (585) 464-6099.

## Closing Your Account

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To close your Zoom Lane account, mail or bring your electronic pass to our office at 488 White Spruce Blvd., Rochester, NY 14623 during our regular business hours. A letter of termination, signed by you, must accompany the electronic pass. Our office will issue a \$25.00 credit to your account, as reimbursement for the electronic pass deposit.

## Account Information

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By calling our business office at (585) 292-4904, you can obtain account information. If you have questions concerning your account, please have your account information or electronic pass number ready to help us serve you quickly and effectively. Your account number is included on your monthly statement and all other account correspondence.

## Other Zoom Lane Information

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You should take reasonable precautions to protect your Zoom Lane pass. It is encoded with specific information about your account. Please remember to lock your car to prevent theft. You may also remove the pass from your vehicle at any time.

### Lost, Stolen Or Damaged Pass

If your pass is lost or stolen, call (585) 292-4904. If your pass is damaged for any reason, return it to us in person or via mail at 488 White Spruce Blvd., Rochester, NY 14623. We will deactivate your lost, stolen, or damaged pass and issue you a new pass at a replacement charge of \$25.00, to your credit card. Your account number will remain the same, and a new deposit will not be required.

### Defective Pass

A defective pass may be exchanged for a new one at no cost to you.



Operational policies stated herein are subject to change

# GUIDE TO ZOOM LANE PASS



## AT GREATER ROCHESTER INTERNATIONAL AIRPORT



# Welcome To The Quick And Easy Way To Pay Parking!

Now that you've received your Airport Zoom Lane Pass, you're ready to begin enjoying the convenience of the electronic parking charge payments. Since you don't have to bother with cash or parking tickets, you'll be able to ease your way through the exit plaza without stopping. You don't even have to roll down your window.

Greater benefits will result when hundreds of parkers use the Zoom Lane during peak exiting periods. Zoom Lane electronic pass holders have the advantage of quicker, easier parking charge payments. Ultimately, Zoom Lane users help reduce congestion and the resulting air pollution caused by idling engines.

## How Your Electronic Pass Works

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Upon entering the parking facility, your Zoom Lane pass is read via radio signal by a computer antenna in the lane. Instantly, the pass information is verified and your entry day and time is stored. Upon exiting, your credit card is charged the correct amount due for the length of your parking stay.

## How To Mount Your Zoom Lane Electronic Pass

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Clean and dry the inside of your windshield around the rearview mirror. Without removing the velcro strip from the tag, remove the white

backing tape from the velcro strip. Adhere the electronic pass inside your car to the upper center portion of your windshield, behind the rearview mirror. The top of the pass should be at least one inch from the top of the windshield. The pass should also be one inch to the right of the rearview mirror center support, or any other electronic tag currently in place. Place your Zoom Lane pass with the label right side up, facing you, the driver. **DO NOT** mount your tag on the mirror or on the visor. If you need more velcro strips or have a problem installing your pass, help is available at the parking manager's office, located at the exit plaza of the Ramp Garage Long Term Parking at the airport

## Use Your Electronic Pass In Other Vehicles

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All tags are transferable among vehicles. The account holder is responsible for all parking charges, regardless of the driver or vehicle used.

## Where To Use Your Zoom Lane Pass

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Currently, the entrances to and exit from the Ramp Garage Long Term and Short Term Parking are Zoom Lane equipped. The exit lane farthest to the right is dedicated to the Zoom Lane only.

## How To Choose The Zoom Lane

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As you exit the Ramp Garage Long Term Parking and the Short Term lot, look for the sign that reads:



### Electronic Pass Holders Only

This marked Zoom Lane exit is the farthest lane to your right.

## What To Expect As You Enter/Exit On-Airport Parking Zoom Lane

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As you enter and exit the Zoom Lane at Greater Rochester International Airport, the parking gate will activate, allowing the vehicle to pass freely. Should you experience difficulty entering or exiting, push the intercom buttons, located to your left on the equipment island.