

**RALEIGH-DURHAM AIRPORT AUTHORITY
NON - TENANT COMMERCIAL VEHICLE PERMIT 2012-13**

The Non-Tenant Commercial Vehicle Permit authorizes the holder to conduct business at the Raleigh-Durham International Airport. All vehicles must have an Authority installed transponder on each vehicle. Companies conducting business at the Airport that have not secured a permit and transponder to operate do so in violation of the Airport Ordinance. The annual permit period is April 1 thru March 31. Renewal applications should be submitted by March 1 to insure receipt of new permit stickers by the expiration date of the old ones. To receive or renew a Non-Tenant Commercial Vehicle Permit, please complete the steps below:

1. Complete the attached application and enclose a check for the appropriate fees.
2. Submit Certificate of Liability Insurance containing the following information:
 - A. Combined Single Limit of \$1,500,000 (\$5,000,000 for vehicles with 16 seats or more).
 - B. Certificate Holder listed as : RDU Airport Authority
PO Box 80001
RDU Airport, NC 27623
 - C. Endorsement listing RDU Airport Authority as “Additional Insured” or “Designated Insured”.

Certificates should show the DBA name or property name and may be emailed or faxed directly from your insurance company. Fax: 919-840-7668
email: ground.transportation@rdu.com

3. Complete the Web Information page of the application with your web address if you desire it to be linked with the Transportation List on the RDU website. There is no charge for this service.

4. Return the completed application, certificates of insurance and payment to: Ground Transportation Manager
Raleigh-Durham Airport Authority
Post Office Box 80001
RDU Airport, NC 27623
5. All transponders will be installed by appointment once permits are issued. Permits will be mailed.

FEES Please make check out to **RDU Airport Authority**

Renewal Fee or New Application Fee	\$100	Annually
New Application-AVI Advance	\$25	New applications only
Transponder – Interior Mount	\$25	1 per vehicle-replace when necessary
Transponder – bumper mount	\$50	Use instead of interior mount if desired.

If you have any questions please contact:
ground.transportation@rdu.com or Ramesh Fofaria, Permit Administrator 919-840-7536
Laurie Suggs, Ground Transportation Manager 919-840-7530

NEW APPLICATION**RENEWAL****ACCOUNT NUMBER RDU 000_____**

**RALEIGH-DURHAM AIRPORT AUTHORITY
 NON - TENANT COMMERCIAL VEHICLE PERMIT APPLICATION
 ANNUAL APPLICATION FEE \$100.00
 (EFFECTIVE APRIL 1, 2012 – MARCH 31, 2013)**

COMPANY or CORPORATE NAME _____

DBA or LOCAL PROPERTY NAME _____

ADDRESS

CONTACT PERSON _____

TITLE _____

BUSINESS TELEPHONE: (____)____-_____

CELL TELEPHONE: (____)____-_____

Email Address (REQUIRED) _____

Accounting or Corporate email (if different) Name _____

Email _____

LIST NAMES AND ADDRESSES OF ALL PERSONS AND FIRMS/CORPORATIONS HAVING AN OWNERSHIP INTEREST IN THE APPLICANT BUSINESS.

PERMITS WILL BE MAILED TO THE ADDRESS ON THIS APPLICATION

In making this application, the applicant certifies that the above stated and submitted information is correct. The applicant covenants and agrees to observe, obey, and follow all ordinances, policies and procedures, rules and regulations promulgated by RDUAA; to ensure all operators of vehicles operated on airport property will be uniformed, wear badges, or be otherwise clearly identified to the public as applicant's employees; to ensure that company vehicles will park only in parking areas, or stand only in standing areas designated by the Airport Director for ground transportation vehicles; to indemnify and hold the Airport Authority harmless from any and all claims and actions whatsoever which arise out of the business operations conducted by applicant on, at or from airport premises. In making this application the applicant agrees to adopt and adhere to the RDU Service Standards, including those in the excerpt attached to this application.

AUTHORIZED REPRESENTATIVE SIGNATURE _____

TITLE _____

DATE _____

PRINT NAME _____

FOR OFFICE USE ONLY

Number of decals issued: _____ Date: _____ Number of transponders required _____

PAYMENT INFORMATION

Payment received date _____ Check or Money Order date _____ Check or MO number _____

Application fee _____ Transponder fee _____ AVI Advance Fee _____

Other _____

WEB INFORMATION

Company Name (Local Property Name) _____

City/Cities to display on RDU Transportation list _____

Local Phone (s) _____

Toll-free phone _____

URL Address for website _____

FOR OFFICE USE ONLY

Web Site Checked date _____ By _____

Comments _____

To Web Master date _____

**VEHICLE
INFORMATION**

Company Name _____

Phone _____

**Contact
Name** _____

Vehicle # _____

Year, Make & Model _____

License Plate _____

Registered Owner _____

RDU USE
ONLY

Color _____ # of Seats _____

VIN # _____

Address- if different from
Company _____

Type (Sedan, Stretch, Bus, SUV, Truck, Van) _____

Vehicle # _____

Year, Make & Model _____

License Plate _____

Registered Owner _____

RDU USE
ONLY

Color _____ # of Seats _____

VIN # _____

Address- if different from
Company _____

Type (Sedan, Stretch, Bus, SUV, Truck, Van) _____

Vehicle # _____

Year, Make & Model _____

License Plate _____

Registered Owner _____

RDU USE
ONLY

Color _____ # of Seats _____

VIN # _____

Address- if different from
Company _____

Type (Sedan, Stretch, Bus, SUV, Truck, Van) _____

Vehicle # _____

Year, Make & Model _____

License Plate _____

Registered Owner _____

RDU USE
ONLY

Color _____ # of Seats _____

VIN # _____

Address- if different from
Company _____

Type (Sedan, Stretch, Bus, SUV, Truck, Van) _____

RDU Vision Statement

To be the best airport in the world known for our uncompromising service as judged by our customers, employees and owners.

The Raleigh-Durham Airport Authority (Authority), in cooperation with its internal departments and business partners, adopts these Service Standards for the benefit of all airport customers. It is the desire of the Authority to have all commercial vehicle operators possessing an RDU permit meet and/or exceed these standards.

1.0 Courtesy, Awareness and Efficiency

- 1.1.1 Be capable of communicating adequately when in contact with customers.
- 1.1.2 Greet all customers in a courteous and professional manner and maintain appropriate eye contact.
- 1.1.3 Display a positive attitude toward customers and fellow employees at all times.
- 1.1.4 Project a pleasant, friendly and attentive demeanor at all times.
- 1.1.5 Maintain appropriate body language and a pleasant tone of voice while conversing with a customer and fellow employees to create a positive climate.
- 1.1.6 Use proper and courteous vocabulary and tone of voice with customers. Use words such as “please,” “yes,” “hello,” and “thank you.”
- 1.1.8 Assure that the customer’s needs are met by providing or calling for the appropriate services, even when those needs are outside the employee’s specific job scope.
- 1.1.9 Be well-informed, capable of providing directions and information using clear and understandable terms. Know how to obtain requested information or services for customers and provide accurate information.
- 1.1.10 Remain calm when encountering an upset customer and never argue with a customer.
- 1.1.11 Listen, show empathy, and offer a solution or an adequate alternative when dealing with a dissatisfied customer. If unable to satisfy the customer or resolve the issue, direct the customer to the immediate supervisor.
- 1.1.12 Refrain from using foul or inappropriate language at all times.
- 1.1.14 Smoke only in designated exterior areas.
- 1.1.15 Be alert and attentive at all times.
- 1.1.21 Know where and how to obtain assistance in order to respond to medical and operational emergencies and respond effectively and efficiently.
- 1.1.22 Maintain professional composure in all customer interactions.
- 1.1.24 Respond to customer inquiries in a timely manner. All customer inquiries are expected to receive a response or acknowledge within 48 hours or two business days from receipt.

12.0 Partnership

- 12.1.1 Maintain an attitude or mindset that encourages relationship building.
- 12.1.2 Assist in making every passenger’s experience a positive one.
- 12.1.3 Make every effort to satisfy a customer’s needs, even when those needs are outside the employee’s specific job scope.
- 12.1.4 Use all available resources to assist each passenger.
- 12.1.5 Show a willingness to provide assistance when necessary to ensure total customer satisfaction.
- 12.1.9 Serve as an example and operate as a reminder of proficient, exceptional service.
- 12.1.13 Take pride in the service offered at RDU.
- 12.1.15 Never allow a customer to hear “It’s not my job,” because taking care of our customers is everyone’s job.
- 12.1.16 Recognize and respect the diversity of our airport community. Acknowledge that all RDU employees, tenants, air carriers, Authority staff and subcontractors are our internal customers and strive for positive, collaborative working relationships.