

# COMMERCIAL GROUND TRANSPORTATION POLICY

Effective July 1, 2011



Metropolitan Nashville  
Airport Authority<sup>SM</sup>  
*A Six Sigma Organization*

One Terminal Drive, Suite 501  
Nashville, Tennessee 37214-4114

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## SECTION I

### INTRODUCTION AND OBJECTIVES

Enactment of reasonable standards, regulations, procedures and fees for conducting commercial ground transportation operations at the Nashville International Airport will help promote the safe and efficient use of limited airport facilities, including alleviation of congestion on airport roadways and terminal curbsides; the preservation and generation of revenues needed for airport development, maintenance, and operations; and the development of reliable and convenient ground transportation options for the traveling and shipping public.

Under federal airport grant assurances, the Authority is obligated to establish a fee and rental structure designed to make the airport as self-sustaining as possible under the circumstances at the airport [49 U.S.C. 47107(a)(13)]. Because the Authority receives no general tax dollars from the community, the Authority must seek to raise revenues from contracts, licenses, permits, and leases issued by the Authority to both aeronautical and non-aeronautical users of the Airport.

Imposition of fees for operations at the Airport by commercial ground transportation operators helps raise revenues in two ways. First, such fees directly provide additional revenues to the Airport. Second, such fees can help preserve existing revenues at the Airport, such as those obtained from on-airport car rental concessions, by making it less likely that such concessions will re-locate off Airport in a manner that siphons revenues away from the Airport.

Commercial Ground Transportation Operators benefit from the operation and development of the Airport as a whole, as the flow of air travelers that use Airport facilities creates a pool of potential customers for such ground transportation operators. In setting fees, the Authority will consider the benefit conferred on various classes of commercial ground transportation operators due to the development, operation, and maintenance of the entire Airport. The Authority may also consider the nature of the businesses that provide commercial ground transportation services, the use of airport facilities by particular types of commercial ground transportation providers, and the direct and indirect impact on airport revenues from imposing fees on various ground transportation providers. While the Authority will establish fee structures that apply consistently within categories of users, consideration of the various factors may well lead to differences in fee structures among different types of users, consistent with federal and state requirements.

Pursuant to the federal “self-sustaining” mandate and the power granted to it by the Metropolitan Airport Authority Act (TCA 42-4-101 et seq.), the Authority has established charges for the use of the Airport by Commercial Ground Transportation Operators.

- A. The Authority’s “Rules And Regulations For The Use Of Airport Facilities” (revised April 1999) as may be revised from time to time shall apply to all Commercial Ground Transportation Operators.

- B. Access to Airport facilities will be available without unjust discrimination, subject to limitations established by the Operations Division of the Authority, to promote convenient and efficient operations to all Commercial Ground Transportation Operators holding the appropriate permit from the Authority. Operators must first obtain any applicable license, permit, or authorization required by any other governmental entity.
- C. The Authority will charge a fee and will require insurance for the issuance of a Permit. Permits for Commercial Operators will be issued based on classifications set forth in APPENDIX “D” of this Policy.
- D. Authority rates and charges for Commercial Operators shall be reviewed and maintained by the Authority’s Properties Department with the approval of the President and legal counsel. Rates and charges shall be applied to each class of operator in a nondiscriminatory manner as set forth in APPENDIX “F” of this Policy. Rates and charges shall be subject to periodic review and adjustment in accordance with the Authority’s policy of review and notification.
- E. Rates charged to the public, points of service, and scheduled operations will be at the discretion of each Commercial Operator. A copy of charges to the public, points of service, and scheduled ground transportation operations at the airport shall be provided to the Authority.
- F. The adoption of this Commercial Ground Transportation Policy is not intended, nor should it be construed, to grant any property right or expectation to any person or company whatsoever. The Authority expressly reserves the right to amend this Policy at any time and in any respect, as well as reserving the right to amend any agreements entered into pursuant to its terms. The Authority reserves the right to limit or restrict access to any area of the Airport, without the issuance of prior notice, for reasons including, but not limited to, safety and security of the general public, construction or renovation work at the Airport, acts of God, or nonpayment of fees.
- G. Any person who invests time or financial resources in the provision of Commercial Ground Transportation Service at the Airport does so at its own risk, and shall have no right or standing to make any claim whatsoever against the Authority by reason of any subsequent amendment to this Commercial Ground Transportation Policy, any amendment to an agreement, or any limitations or restriction of access to the Airport

## SECTION II

### RULES AND REGULATIONS

#### **Applicability**

The policy establishes operating rules and regulations for all types of Commercial Ground Transportation Services at the Airport, including but not limited to Charter Buses, Courier/Package Delivery Services, Fixed Base Operator (FBO) Shuttles, Hotel/Motel/Corporate Shuttles, Limousines, Occasional Users, Public Transit Systems,

Rental Car Shuttles, Shuttle Service Operators, Sightseeing Services, Special Event Transporters, Taxicabs and Valet Parking Shuttles.

The provision of Commercial Ground Transportation Services at the Airport shall be governed by all applicable laws and ordinances, executed licenses, agreements, and permits, by the Authority's Rules and Regulations For the Use of Airport Facilities (as revised from time to time) and by the provisions of these Rules and Regulations, as the same may be amended from time to time. All persons engaged in Commercial Ground Transportation Service at the Airport, whether as Operator, Driver, employee, or representative of an operator, or otherwise, shall at all times comply with the provisions of these Rules and Regulations. Any person who in any capacity engages in Commercial Ground Transportation Service at the Airport in such a manner as to violate any provision of these Rules and Regulations is subject to enforcement actions as herein provided, in addition to any civil, criminal or administrative sanctions otherwise established.

Commercial Operators are responsible for the conduct and actions of their drivers, including compliance with all rules of conduct, regardless of whether such drivers are deemed by the Operator to be an employee or an independent contractor of the Operator. In considering any fine, suspension or revocation of operating privileges, the Authority may consider actions taken by the Operator to act responsibly, take disciplinary measures, mitigate damage, or otherwise take appropriate corrective action. Nevertheless, Commercial Operators are ultimately accountable for the actions of their drivers as it relates to this Commercial Ground Transportation Policy.

### **SECTION III**

#### **CLASSIFICATION OF OPERATORS**

Commercial Operators who provide Commercial Ground Transportation Service at the Airport are required to obtain an annual Permit issued by the Authority if an Operator's vehicle(s) accesses the Airport, a Commercial Drive or parking facility of the Airport more than two (2) times per month during any given month.

Prior to engaging in the transportation of passengers or property at the Airport, Commercial Operators are required to obtain a Permit authorizing the specific activity to be engaged in by the Commercial Operator according to classifications set forth in APPENDIX "D" of this Commercial Ground Transportation Policy.

### **SECTION IV**

#### **FEES AND CHARGES**

The Authority has set fees in accordance with principles enunciated in the introduction of this policy for various categories of commercial providers. It is the policy of the Authority to review the fees and charges set forth in APPENDIX "F" of this Policy on an annual basis and to

adjust such fees as deemed appropriate. Factors considered by the Authority in conducting such review include, but are not limited to, the following:

- A. Promoting safe and efficient use of limited Airport facilities;
- B. The benefit conferred on the various classes of commercial ground transportation operators due to the development, operation, and maintenance of the entire Airport;
- C. The use of the Airport by the various classes of ground transportation providers (not limited to use of roadways on which their vehicles traverse, but use of the entire airport that generates the pool of customers for the providers);
- D. Increases or decreases in the use of Airport facilities by various categories of commercial ground transportation providers;
- E. Congestion on Airport roadways;
- F. The need to preserve or generate revenues for the Airport; and
- G. Not discriminating against interstate commerce.

The Authority has implemented an Automated Vehicle Identification (AVI) System which identifies trips made by all permitted Commercial Operators. The Authority provides Commercial Operators two (2) options for the payment of the fees and charges due under the Commercial Ground Transportation Policy. Each Commercial Operator is required to have an AVI account. As part of the application process for an AVI account, all Commercial Operators shall pay a nonrefundable application fee of \$50.00, consisting of a Decal Fee of \$5.00, a AVI Transponder Tag Fee of \$25.00 and a Commercial Vehicle Registration Fee of \$20.00, for each Commercial Vehicle to be operated at the Airport.

Billing for the payment of the fees and charges due by Commercial Operators shall be based on an Automated Payment (Auto-Pay) Option or a Self-Pay Option. Auto-Pay Operators who elect to pay their account by credit card or designated bank account, to be charged on or about the 5<sup>th</sup> of the month following the AVI activity, are eligible for a 5% discount on fees incurred during the month. Self-Pay Operators will be invoiced immediately following the end of the month with payment due on or before the 15<sup>th</sup> of the month following the AVI activity. The Authority reserves the right to require a Deposit of a Commercial Operator that fails to maintain a valid credit card of record, active bank account with sufficient funds at the time of draw, or to remit payment in a timely manner. "Timely manner" is considered receipt of payment on or before the 15<sup>th</sup> of the month following the AVI activity.

If a Commercial Operator's account balance becomes past due, the operator's ground transportation privileges will immediately be suspended by the AVI System. Accounts that have been suspended will be re-evaluated for any additional deposit or minimum balance requirement prior to being reinstated. Suspended accounts will not be reinstated until delinquent amounts have been paid and deposit requirements have been met. Commercial Operators who continue to

make trips from the Airport after being suspended shall be assessed additional fees, as provided in Appendix “F”, Schedule of Fees and Charges.

## **SECTION V**

### **MINIMUM INSURANCE REQUIREMENTS**

Commercial Operators shall maintain minimum insurance requirements established by the Authority in APPENDIX “E” of this Commercial Ground Transportation Policy; however should agencies of the United States Federal Government, the State of Tennessee or other governmental agencies require or modify insurance requirements to amounts greater than those set by the Authority, it shall be the Commercial Operator’s responsibility to obtain such coverage as may be required without notification from the Authority.

## **SECTION VI**

### **APPLICATION**

Prior to engaging in the transportation of passengers or property at the Airport, Commercial Operators are required to submit a completed application in the form established by the Authority in APPENDIX “G” of this Commercial Ground Transportation Policy, and submit a list of vehicles which will be providing Airport services, including vehicle make, model, color, year of manufacture, vehicle length, seating capacity, license number and vehicle identification number (VIN).

No applications, renewals or reinstatements shall be considered for any Commercial Operator who has not satisfied all requirements of a prior administrative action, including payment of any fines or serving any period of suspension that may have been levied.

## APPENDIX “A”

### DEFINITIONS

When used in this Commercial Ground Transportation Policy the following words and phrases shall have the meaning set forth in this section unless the context clearly indicates that a different meaning is intended:

<u>Administrative Action</u>	Any Fine, Suspension or Revocation of Driver or Commercial Operator privileges imposed for the violation of Rules or Regulations or other law, statute or ordinance of Governmental Agencies.
<u>Airport</u>	Nashville International Airport.
<u>Arriving Level Drive</u>	The center level roadway of the Terminal.
<u>Authority</u>	The Metropolitan Nashville Airport Authority
<u>Automated Payment (Auto-Pay) Option</u>	This payment option authorizes the Authority to charge the Commercial Operator’s credit card or bank account on file for all fees, charges or other costs incurred by the Commercial Operator during the preceding month. These Commercial Operators are eligible for a 5% discount on the invoice amount provided electronic payment is successfully processed. This discount will not apply should the automated payment fail to process due to insufficient funds, failure to maintain an active credit card on file, or for other fault of the commercial Operator
<u>Automatic Vehicle Identification (AVI) System</u>	A computerized automatic vehicle identification system, scheduled for installation by the Authority in calendar year 2011, which monitors Commercial Vehicle activity on Commercial Drives.
<u>AVI Transponder Tag</u>	A device installed by the Authority on each Commercial Vehicle belonging to Commercial Operators authorized to provide Commercial Ground Transportation Services at the Airport for the purpose of recording Trip activity of the Vehicle.
<u>Chief Operating Officer (COO)</u>	The designated representative of the Authority, with direct responsibility for the day-to-day operations of the Airport.
<u>Commercial Drive</u>	Roadways designated as loading and unloading lanes for Commercial Ground Transportation Operators.

Commercial Ground  
Transportation  
Operator (Commercial  
Operator)

Any entity engaged in any type of Commercial Ground Transportation Service as classified in APPENDIX “D” of this Commercial Ground Transportation Policy

Commercial Ground  
Transportation Service

The act of providing the carriage of persons or property to or from the Terminal in a Commercial Vehicle.

Commercial Loading  
Zones

Designated areas for the loading or unloading of passengers and property for Commercial Vehicles.

Commercial Vehicle

Any vehicle engaged in transporting persons or property as a business activity, regardless of whether the customer pays a charge for such service directly or indirectly. Examples of commercial vehicles include, but are not limited to, taxicabs, limousines, courtesy vehicles, delivery vehicles and chartered or scheduled buses.

Courtesy Vehicle

A Commercial Vehicle, regardless of size, utilized by off-Airport businesses, including, but not limited to, parking facilities, hotels, motels, rental car companies, food service facilities, shopping centers and attractions, for the carriage of persons between the Airport and such business or some other destination, whether or not the passenger pays a direct charge for the service.

Courier/Package  
Service Operator

Operators of Commercial Vehicles for transportation of small packages/parcels to and/or from the Airport.

Cruising

Picking up or attempting to pick up passengers or fares in any location other than Commercial Loading Zones.

Customer Service  
Representative

An Authority employee empowered to supervise and control Commercial Vehicle activities, enforce rules and regulations of the Authority, and assist the traveling public in utilizing Commercial Ground Transportation Services.

Decal

A sticker issued by the Authority for the purpose of identifying various Commercial Vehicles.

Deposit

A Commercial Operator who fails to pay his account in a timely manner shall be required to provide a Deposit to guarantee payment of all fees, charges and

other costs in accordance with the Commercial Ground Transportation Policy. “Timely manner” is considered receipt of payment on or before the 15<sup>th</sup> of the month following the AVI activity. The amount of the Deposit shall be an amount determined by the Authority sufficient to protect the interests of the Authority in the event of nonpayment by the Commercial Operator. The Authority will review all deposits held no less than annually and adjust the deposit amount to meet these requirements. Any adjustment to the Deposit will be debited or credited through the operators account and invoiced accordingly.

Excessive Dwell  
Time Charge

An additional fee assessed of a Commercial Operator for exceeding the authorize time limit of twenty (20) minutes for use of the Commercial Drive, or sixty (60) minutes for the use of the Short-Term Parking Garage, or such other period of time as may be established by the Authority for use of these facilities.

Excess Vehicle  
Charge

An additional charge assessed of a Commercial Operator, excluding Taxis, for exceeding the maximum number of two (2) Commercial Vehicles authorized on a Commercial Drive at any one time.

Driver

The person operating a Commercial Vehicle.

Governmental  
Agency

Any governmental office, legislative body or agency with jurisdiction over activities of Drivers, Commercial Operators or the Airport.

Gross Revenues

All sums paid or payable to Commercial Operators for services provided to patrons picked up at or delivered to the Airport. Gross Revenues shall not include federal, state, or municipal sales or other similar taxes separately stated and collected from such customers; nor insurance proceeds or other amounts received on account of loss, conversion, or abandonment of vehicles or other property of Operator; nor any sums received from disposal of capital assets and/or trade fixtures. No deduction shall be allowed from Gross Revenues for Airport user-fees, bad debts, or any other operating expense, including franchise taxes, or taxes levied on activities, facilities, equipment, or real or personal property of Operator. No deductions from Gross Revenues other than those specifically authorized by a written agreement or permit with the

Authority will be allowed.

Holding Areas

Designated locations where authorized Commercial Vehicles may wait for eventual access to designated Commercial Loading Zones.

Large Commercial Vehicle

A Commercial Vehicle measuring more than 24 feet in length or 9 feet in width and/or having a seating capacity of seventeen (17) or more persons, including the Driver.

Limousine

Commercial Vehicle for hire operated pursuant to a Permit issued by the Authority, with unmetered rates predetermined on a point-to-point basis and operating on routes from the Airport to specified destinations on a prearranged basis, and which is licensed by the Transportation Licensing Commission of the Metropolitan Government of Nashville and Davidson County. Limousines must have adequate baggage storage space within the vehicle.

Mid-Size Commercial Vehicle

A Commercial Vehicle measuring 24 feet or less in length or 9 feet or less in width and having a seating capacity of not less than eight (8) nor more than sixteen (16) persons including the driver.

Occasional Users

Commercial Operators that use the Airport and/or the Commercial Drive at a frequency of not more than two (2) times during any given month.

Permit

Permit issued by the Authority authorizing a Commercial Operator to engage in specific Commercial Ground Transportation Services.

Person

Any corporation, person, partnership, joint venture, or other legal entity.

President

The President of the Authority or his designated representative.

Private Vehicle

A vehicle transporting persons or property, for which no charge is paid directly or indirectly by the passenger or by any other person, and the operation of which is not associated with the business purpose of such operator.

Revocation

The discontinuance of a Commercial Operator's Permit.

Rules and Regulations

The Authority's Rules and Regulations For The Use Of Airport Facilities (revised April 1999), and the Rules and Regulations set forth in Section II of this Policy implemented to carry out the purpose and intent of this Policy, as may be amended from time to time.

Service Drive

Restricted area for authorized users to conduct deliveries for airport tenants and/or vendors. Authorization for use of the service drive will be at the discretion of the Chief Operating Officer and/or Chief of the Department of Public Safety and/or their duly designated representative.

Self-Pay Option

Self-Pay Operators will be invoiced immediately following the end of the month with payment due on or before the 15<sup>th</sup> of the month following the AVI activity. The Authority reserves the right to require a Deposit of a Commercial Operator that fails to remit payment in a timely manner. "Timely manner" is considered receipt of payment on or before the 15<sup>th</sup> of the month following the AVI activity.

Shuttle

A Commercial Vehicle, regardless of size, operating under a Concession Agreement with the Authority operating over routes between the Airport and specific points of origin and destination on a scheduled or charter service basis with unmetered rates, which are predetermined on a point-to-point basis, and which is licensed by the Transportation Licensing Commission of the Metropolitan Government of Nashville and Davidson County. Shuttles must have adequate baggage storage space within the vehicle.

Shuttle Concessionaire

The holder of a Shuttle Concession Agreement with the Authority, which authorizes use of counter facilities within the Airport Terminal and a designated Shuttle Staging Area, and grants the right to make passenger pickups at designated Loading Zones.

Shuttle Staging Area

A designated location on the Airport where authorized Shuttles shall wait for eventual access to designated Loading Zones. The Authority reserves the right to determine the necessity of providing such areas.

Small Commercial Vehicles

A Commercial Vehicle measuring less than 24 feet in length or 9 feet in width and having a seating capacity

of seven (7) persons or less, including the Driver.

Solicitation

Approaching or initiating a conversation with any person while on Airport property for the purpose of seeking to obtain passengers for a Commercial Ground Transportation Service.

Special Event Transporters

Prearranged operators of motor vehicles, which transport passengers between the airport and special events off the airport, conducted by parties other than the host of the special event.

Suspension

The non-permanent discontinuance of a Commercial Operator's Permit.

Taxicab

A chauffeur-driven Commercial Vehicle, which is equipped with a meter to determine passenger fares, and which operates on demand over routes determined by the destination of the passenger, and which is licensed by the Transportation Licensing Commission of the Metropolitan Government of Nashville and Davidson County.

Terminal

The main landside passenger terminal building of the Airport.

Ticketing Level Drive

The upper third level roadway of the Terminal.

Trip

One (1) arrival and departure by a Commercial Vehicle to and from the Airport, a Commercial Drive or parking facility of the Airport.

Timely Payment

Timely manner is considered receipt of payment on or before the 15<sup>th</sup> of the month following the AVI activity.

## APPENDIX “B”

### Rules of Conduct

The Authority’s “Rules and Regulations For The Use Of Airport Facilities” (revised April 1999 and as may be revised from time to time), shall apply to all Commercial Ground Transportation Operators.

1. Permit Required

Commercial Operators conducting Commercial Ground Transportation Services at the Airport are required to obtain a Permit issued by the Authority if an Operator’s vehicle or vehicles, taken in aggregate, are operated on the Airport or access the Commercial Drive in excess of two (2) times per month during any given month. Permits issued by the Authority shall authorize the specific activity to be engaged in by the Commercial Operator. Any Driver providing services under a Permit issued to a Commercial Operator shall be deemed by the Authority to be an agent of the Commercial Operator, regardless of the driver’s status (i.e. employee, independent contractor, agent, etc.) with the Commercial Operator.

2. Insurance Required

Commercial Operators will maintain minimum insurance requirements set forth in APPENDIX “E” of this Policy; however should agencies of the United States Government, the State of Tennessee or other Governmental Agencies require insurance amounts greater than those listed therein, it shall be the Commercial Operator’s responsibility to obtain and maintain such coverage as may become required.

3. Automatic Vehicle Identification (AVI) System

Commercial Operators are to comply with all procedures established by the Authority with respect to the use of the AVI System scheduled to be installed by the Authority during calendar year 2011. An AVI Transponder-Tag will be installed by the Authority on each Commercial Vehicle providing Ground Transportation Services at the Airport. Commercial Operators shall not modify, adjust, or otherwise tamper with the installed AVI Transponder-Tag after installation. Each vehicle outfitted with an AVI Transponder-Tag is to be assessed a charge at the Authority’s then current rate. All Commercial Operators are responsible for the safety and security of each AVI Transponder-Tag assigned to their vehicle(s) and shall be required to pay a replacement fee for lost or stolen transponders. All Commercial Operators and their agents shall promptly report any Transponder-Tag which is malfunctioning or not properly operating.

Commercial Operators shall keep the Authority advised of any and all changes in Commercial Vehicles serving the Airport. Operators shall call or Email the Ground Transportation Manager at (615) 275-1659 or [AVI@nashintl.com](mailto:AVI@nashintl.com) to coordinate installation/removal of AVI Transponder-Tags.

4. Licenses/Permits/Certificates

Each Commercial Operator, where applicable, shall obtain any license, permit, or authorization required by any other Governmental Agency prior to applying for a Permit with the Authority. Failure to obtain or maintain any required license, permit or authorization required by any other Governmental Agency shall be grounds to revoke or deny privileges to conduct ground transportation operations with the Authority.

5. Display of Decals and Transponders on Vehicles

Commercial Operators must have the required Decals and Transponders, issued by the Authority, affixed to Commercial Vehicles at all times in the manner prescribed by the Authority. Temporary permits as may be issued by the Authority will be displayed in the front windshield at all times.

6. Failure to Maintain or Tampering with Transponders

Commercial Operators are required to maintain an operating Authority issued transponder in each vehicle. Operators are required to immediately report any transponder that is not operating properly. Failure to maintain a transponder in a commercial vehicle will be subject to a \$500 fine, plus the Authority's estimate of any lost revenues. In addition, the Authority may take other administrative action as it deems appropriate, including suspension or permanent revocation of all ground transportation privileges.

7. Continued Operation after Suspension

Any Operator who continues to conduct ground transportation operations at the Airport while under suspension shall not be entitled to the five percent (5%) discount on AVI fees. In addition, the Authority may take such other administrative action as it deems appropriate, including, but not limited to, suspension or permanent revocation of all ground transportation privileges.

8. Traffic Control and Enforcement

The orderly flow of traffic is important to all operators. Commercial Operators must obey all rules of driving courtesy, speed, and safe operation at all times. All Commercial Ground Transportation Operators shall be subject to on-site supervision by authorized Department of Public Safety Officers, Operations Managers, Operations Coordinators, Operations Specialist, Customer Service Agents, or such other personnel as may be designated by the President or his or her designated representative

9. Loading Requirements

All Commercial Vehicles waiting to load passengers must be positioned in the spaces designated by the Authority for vehicles of that type. Drivers are prohibited from loading/unloading in crosswalks and in through lanes. Drivers are also prohibited from double parking to load or unload. While occupying designated loading areas on the Commercial Drive all Commercial Vehicle Drivers shall turn off their vehicle engines unless they are engaged in active loading.

10. Loading/Unloading on Commercial Drive

Access to the Commercial Drive is limited to Commercial Vehicles authorized by the Authority. Loading and unloading of passengers in this area is permissible.

11. Loading on Arriving Level Drive

The Arriving Level Drive shall only be used for loading by Private Vehicles. The COO, or his designee, may authorize Commercial Vehicles to load on the Arriving Level Drive under extraordinary circumstances on terms and conditions to be uniformly applied.

12. Unloading on Arriving Level Drive

Unloading of Commercial Vehicles is prohibited on the Arriving Level Drive.

13. Loading on Ticketing Level Drive

Commercial Vehicles shall not be permitted to load passengers on the Ticketing Level Drive, except upon specific authorization of the COO, or his designee, on terms and conditions to be uniformly applied.

14. Unloading on Ticketing Level Drive

The Ticketing Level Drive is used for unloading by Commercial Vehicles and by Private Vehicles. However, unloading by Commercial Vehicles is restricted to Commercial Loading Zones.

15. Maximum Number of Vehicles

No Commercial Operator may operate more than two (2) Commercial Vehicles on a Commercial Drive at any one time, except upon specific authorization of the Chief Operating Officer, or his designee, on terms and conditions to be uniformly applied.

16. Exterior Condition of Vehicle

The exterior of Commercial Vehicles shall be maintained in a clean, undamaged condition and present a favorable appearance. Exterior shall include body paint, all glass, tires, hubcaps, head and taillights, grilles, bumpers, and body trim.

Commercial Vehicles that have been damaged and remain drivable shall be given a three (3) week grace period to perform needed repairs, after which time the vehicle will be restricted from operating at the Airport until proper repairs are made.

17. Interior Condition of Vehicle

The interior of approved Commercial Vehicles, including the trunk, shall be maintained in a condition so as to be free of grease, dirt, and trash. Passengers shall be able to use the seats and trunk of the vehicles without fear of soiling or damaging either their wearing apparel or their luggage. Interior seat fabric must not be ripped. Commercial Vehicles shall be equipped with a fire extinguisher and functioning heating and air conditioning systems.

18. Driver to Remain with Vehicle

Drivers of Commercial Vehicles are not to leave their vehicles unattended.

19. Personal Hygiene and Proper Dress for Driver

Driver and driver's clothing must conform to standards of personal hygiene and be clean, neat and sanitary. Drivers shall keep their hair, included facial hair, clean and neatly groomed at all times. Drivers shall be attired in a clean shirt or blouse with collar and slacks or skirt. Driver(s) shall wear shoes or dress boots with socks (sandals/shower clogs are not permitted).

20. Conduct of Driver

Commercial Operators and their employees, including all Drivers, shall conduct operations in an orderly and proper manner so as not to annoy, disturb, or be offensive to customers, patrons, or tenants at the Airport.

21. Courtesy of Driver

Drivers will be courteous at all times and will assist passengers with their luggage in and out of their Commercial Vehicle. Drivers must be able to communicate in English and shall be capable of passing an English skills test to be administered at the discretion of the Chief Operating Officer or their designee(s).

22. Drinking/Gambling/Other Illegal Activities

No Commercial Vehicle Driver shall be or become intoxicated or drunk, commit any act of nuisance, engage in or conduct any form of gambling, nor violate any federal, state, or local law on the Airport property.

23. Cruising

Cruising shall not be permitted. No Driver shall cruise Airport roadways in search of passengers and/or to await a space designated for Commercial Vehicles to become available.

24. Loitering

No Commercial Vehicle Driver may loiter or sleep on any part of Airport property.

25. Disposal of Wastes

Commercial Vehicle Driver disposing of garbage, papers, refuse, or other material on Airport property shall do so only in receptacles provided for that purpose; shall dispose of bodily wastes only in comfort stations and in a clean and sanitary manner; and shall not expectorate on floors, walls, or other surfaces of any Airport facility.

26. Guidelines For Meet And Greet Services

The Authority does hereby establish the following guidelines for Meet and Greet services to provide for expeditious movement of passengers through the Terminal.

- a. All Commercial Ground Transportation Operators and companies providing Commercial Ground Transportation Services may meet and greet individuals or groups by the use of hand held signs within designated areas of the Terminal.
- b. All services of this nature must be conducted in a manner that does not obstruct the normal flow of pedestrian traffic through the Terminal. Drivers must remain with their vehicles and are not permitted to help meet and greet personnel inside the Terminal building unless the Commercial Operator has an employee remaining with the vehicle. Drivers may hold signs within the immediate vicinity of their vehicles provided the sign is consistent with hand held sign guidelines.
- c. Hand held signs may not exceed 10" x 12" in size. Signs must have either the name of the individual or group being met. It must also have the name/logo of the ground transportation company, tour operator, etc., which must not exceed 25% of the sign. The sign is to be of professional quality; computer generated signs are acceptable.
- d. Individuals conducting meet and greet services shall be prepared to provide information to Authority and law enforcement personnel about the individual or group being met (passenger's name, flight number, arrival time, etc.). Individuals found violating the meet and greet services will be required to discontinue their activities immediately.

## APPENDIX “C”

### FINES, SUSPENSION AND REVOCATION OF OPERATING PRIVILEGES

Commercial Operators are responsible for the conduct and actions of their drivers, including compliance with all rules of conduct. In considering any fine, suspension or revocation of operating privileges, the Authority may consider actions taken by the operator to act responsibly, take disciplinary measures, mitigate damage, or otherwise take appropriate corrective action. Nevertheless, Commercial Operators are ultimately accountable for the action of their employees and drivers as it relates to this Commercial Ground Transportation Policy.

The Authority’s Chief Operating Officer or their designee(s) may impose a fine, Suspension, or Revocation upon any Commercial Operator or Driver of any Commercial Vehicle who, after due investigation, is found to have violated any of the rules and regulations contained herein.

1. Violation of Permit. Any violation of the Ground Transportation Policy, and the Rules and Regulations contained herein, will be considered a violation of the terms of the Permit issued by the Authority.
2. Fines/Suspension. In addition to all remedies provided by law, fines and/or suspensions may be imposed at the discretion of the Authority’s Chief Operating Officer or their designee(s) for any violation of this Commercial Ground Transportation Policy including, but not limited to, all of the following:
  - a. Loading/unloading in unauthorized zones.
  - b. Unauthorized staging or waiting in loading zones.
  - c. Soliciting fares, stationing or waiting in loading zones.
  - d. Cruising.
  - e. Disobeying regulatory signs.
  - f. Refusal of fares, except under authorized conditions.
  - g. Unprofessional or discourteous conduct and or use of profane language.
  - h. Providing misleading information as to other ground transportation services or Commercial Operators or altering or attempting to alter passenger’s choice of service.
  - i. Failure to pay applicable fees.

- j. Failure to obtain/maintain required Permits and licenses.
- k. Failure to obey the instructions of the Authority’s representatives or agents or law enforcement personnel.
- l. Obstructing roadways/double parking.
- m. Driving in an unsafe manner, including without limitation, speeding, backing of vehicles on Commercial Drives, stopping in crosswalks to load or unload, or failure to yield to pedestrians.
- n. Violation of meet/greet rules.
- o. Continuing to conduct commercial ground transportation operations when privileges have been suspended.
- p. Any other violation of the policy, the Rules and Regulations, laws, statutes, or ordinances of any Governmental Agency.

3. Guidelines for Administrative Actions. Administrative actions of the Commercial Ground Transportation Policy will be evaluated based on the specific circumstances of each violation. The severity, potential impact and number of offenses will be considered in any administrative action. Violations that have a potential negative impact upon safety, business operations or customer satisfaction are considered serious infractions and will be dealt with more severely. Violations can result in the Authority imposing fines, Suspension or Revocation of Drivers or Commercial Operators, or a combination thereof. Unless otherwise stated in individual operating Permits or agreements, the Authority has established the following guidelines for fines and or Suspension.

First offense ..... \$ 50 fine and/or up to a 30 day suspension  
 Second offense..... \$200 fine and/or up to a 60-day suspension  
 Third offense.....\$500 fine and/or up to 2 year suspension

Note: The above listed fines are general guidelines for offenses. Depending on the severity of an incident, the Authority may impose a higher fine or other penalty for an offense. A Commercial Ground Transportation Service Company shall be responsible for payment of the fines of its Drivers which will be debited through the operators account and invoiced accordingly. Offense records for individual Drivers will be kept on file for a minimum of twelve (12) months.

4. Revocation. In addition to all other available remedies , Revocation may be imposed at the discretion of the Authority’s Chief Operating Officer or their designee(s) for any of the following:
- a. Any violation of these Rules and Regulations.

- b. Failure to pay applicable fines within ten (10) days of imposition or to abide by a Suspension of privileges.
- c. Failure to maintain all applicable permits and licenses.
- d. Failure to maintain required insurance or to provide satisfactory evidence of coverage.
- e. Failure of Driver to remain with a vehicle.
- f. Overcharging customers.
- g. Conduct detrimental to the orderly operation of the Airport.
- h. Conducting illegal activities on Airport grounds that constitute a misdemeanor or a felony.
- i. Conviction of a felony to the extent federal, state, or local laws, regulations or policy require such Revocation.

5. Imposition and review of Administrative Actions and Revocations.

Upon the imposition of an Administrative Action or the Revocation of an operating privilege, the Operator may dispute the imposition of the Administrative Action or Revocation of the operating privilege in writing to the Chief Operating Office (COO) of the Airport, or his designee, provided that notice of such dispute is provided within three (3) business days of the imposition of the Administrative Action or Revocation. The COO of the Airport, or his designee, will advise the Operator or Driver of the time, date and place of the review, will review any matters submitted by the Operator or Driver and will thereafter provide notice to the Operator or Driver of any action taken after the review, which may include a decision not to impose any Administrative Action, imposition of a lesser Administrative Action, or other action appropriate under the circumstances. The determination of the COO shall constitute the final decision of the Authority.

## APPENDIX “D”

### OPERATOR CLASSIFICATIONS

Prior to engaging in the transportation of passengers or property at the Airport, Commercial Operators are required to obtain a Permit authorizing the specific activity to be engaged in by the Commercial Operator according to the following classifications:

1. Airport Based Limousine, Rental Car and Shuttle Concessionaires

Airport based operators of limousines, rental cars and shuttles for hire operated pursuant to a concession agreement, lease and/or permit issued by the Authority.

Such operators are required to enter into a lease for in-terminal counter facilities. However, the Authority is under no obligation to provide counter space if none is available.

2. Courier/Package Delivery Service

Contract operators of motor vehicles that transport small packages/parcels to or from the airport.

Note: Authorization for use of the Service Drive will be at the discretion of the COO or his designee.

3. Hotel/Motel/Corporate Operators

Operators of Courtesy Vehicles owned or operated by motels, hotels, or corporations that transport patrons to or from the Airport.

Note: In the event the Hotel/Motel/Corporate Operator offers paid parking to guests absent an overnight stay, the Operator shall be assessed Trip Charges applicable to Off-Airport Parking Operators.

4. Occasional Operators

Commercial Operators who use the Commercial Drive at a frequency of not more than two (2) times during any given month.

5. Off-Airport Limousine Operators

Off-Airport based operators of Commercial Vehicles for hire operated pursuant to a Permit issued by the Authority, with unmetered rates predetermined on a point-to-point basis.

6. Off-Airport Parking Operators

Operators of Courtesy Vehicles that transport patrons of off-airport parking facilities to or from the Airport.

7. Off-Airport Rental Car Operators

Operators of Courtesy Vehicles that transport patrons of off-airport rental car agencies to or from the Airport.

8. Other Operators

Prior to engaging in the transportation of passengers or property at the Airport, Other Operators of motor vehicles for which services are not classified under the existing Policy must submit a written proposal to the Airport Authority's President stating the type of service proposed and appropriate certificate, permits, etc., from federal, state, or local governmental agencies, as required. Approval or disapproval of the proposed service shall be made solely by the Authority.

9. Public Transit System

Motor vehicles operated by a governmental entity on a fixed route, fixed schedule, and fixed passenger fare whose sole purpose is to provide public transportation for a confined area within the corporate limits of cities and suburban territory adjacent thereto. Public Transit System operators will operate vehicles in areas on the Commercial Drive as prescribed by the Authority, but are not assessed a fee to operate on the Airport.

10. Sightseeing Services

Contract operators of motor vehicles for which passengers are sought and which are operated to and from points of interest in or near the greater Nashville area.

11. Special Event Transporters

Prearranged operator(s) of motor vehicles that transport passengers between the Airport and special events off the Airport, conducted by a party other than the party hosting the event. At the sole discretion of the COO, or his designee, temporary permits may be issued for a Special Event Transporter limited to one (1) event per twelve (12) month period.

12. Taxicabs

Motor vehicles equipped with a meter to determine passenger fares that operate on demand over routes determined by the destination of the passenger, and licensed by the Transportation Licensing Commission of the Metropolitan Government of Nashville and Davidson County.

Taxicabs must have adequate baggage storage space within the vehicle.

Taxicabs must be equipped to accept and as a condition to conducting business at the Airport must be able to electronically accept all major credit cards, as well as, airline vouchers for payment of fares from and to the Airport.

In the event a Commercial Operator offers services to the public which fall into more than one of the above defined Operator Classifications, the Authority reserves the right to reclassify the Operator and/or impose Trip Charges or such other user fees as may be applicable to the other activity offered or engaged in.

## APPENDIX “E”

### MINIMUM INSURANCE REQUIREMENTS

1. Comprehensive General (Public) Liability and Property Damage Insurance, inclusive of Contractual Liability, in an amount of not less than One Million Dollars (\$1,000,000) combined single limit written on an occurrence basis.
2. Comprehensive Automobile Liability in an amount of not less than One Million Five Hundred Thousand Dollars (\$1,500,000) combined single limit written on an occurrence basis; or as otherwise required by the United States Federal Government, the State of Tennessee or other Governmental Agencies having regulatory authority over the operations of the Operator.
3. Such insurance policies must name the Authority, its Board of Commissioners, its officers, and its employees as an additional insured to the full extent of the Commercial Operator’s insurance coverage, but in no event less than the required minimum amount, and shall contain severability of interest or cross liability provision endorsement.
4. A Certificate of Insurance, complete with schedule of covered vehicles, must be on file with the Authority prior to commencement of Airport service. The insurance certificate shall name the Metropolitan Nashville Airport Authority, its Board of Commissioners, its officers, and its employees as additional insured. The insurance provider shall provide a thirty (30) day notice to the Authority prior to any change or cancellation in coverage. The insurance company must be rated as “very good” or better in the latest edition of Best’s Key Rating Guide and be licensed to do business in the State of Tennessee.

**APPENDIX “F”**

**SCHEDULE OF FEES AND CHARGES**

(Effective July 1, 2011)

The terms for the payment of fees set forth in the following schedule will be contained in the Contract or Permit issued to such Commercial Operator.

**Class I - Airport Based Limousine, Rental Car  
and Shuttle Concessionaires**

Airport based concessionaires shall pay space rentals, **plus** the greater of a minimum annual guarantee as contractually established with the Authority **or** ten percent (10%) of the Operator’s monthly Gross Revenues.

**Class II - Off-Airport Limousine Operators**

The Commercial Operator shall pay a per trip fee of \$1.50 for Small Commercial Vehicles, \$1.75 for Mid-Size Commercial Vehicles, or \$2.00 for Large Commercial Vehicles for each trip to transport passengers **from** the Airport. The Commercial Operator shall pay \$0.00 for each trip to transport passengers **to** the Airport.

**Class III - Sightseeing Services**

The Commercial Operator shall pay a per trip fee for each Commercial Vehicle operated at the Airport pursuant to a Permit equal to \$30.00 per trip for a Small Commercial Vehicle, \$45.00 per trip for a Mid-Size Commercial Vehicle and \$60.00 per trip for a Large Commercial Vehicle for each trip to transport passengers **from** the Airport. The Commercial Operator shall pay \$0.00 for each trip to transport passengers **to** the Airport.

**Class IV - Off-Airport Parking Operators**

The Commercial Operator shall pay a per trip fee of \$1.50 for Small Commercial Vehicles, \$1.75 for Mid-Size Commercial Vehicles, or \$2.00 for Large Commercial Vehicles for each trip to transport passengers **from** the Airport. The Commercial Operator shall pay \$0.00 for each trip to transport passengers **to** the Airport.

## **Class V - Off-Airport Rental Car Operators**

1. The Commercial Operator shall pay a monthly fee for each Commercial Vehicle operated at the Airport pursuant to a Permit equal to \$200.00 per Vehicle; **plus**
2. The excess, if any, between ten percent (10%) of the Commercial Operator's monthly Gross Revenues and the amount paid by the Commercial Operator pursuant to Paragraph 1 above for such month.

## **Class VI - Hotel/Motel/Corporate Operators**

The Commercial Operator shall pay a monthly fee for each Commercial Vehicle operated by the Commercial Operator at the Airport pursuant to a Permit equal to \$75.00 per month per Small Commercial Vehicle, \$150.00 per month per Mid-Size Commercial Vehicle and \$200.00 per month per Large Commercial Vehicle.

Additionally, for the six (6) month period beginning July 1, 2011 and ending December 31, 2011, the Commercial Operator shall pay a per trip fee of \$0.10 for each trip to transport passengers **from** the Airport. For the subsequent six (6) month period beginning January 1, 2012 through June 30, 2012, the Commercial Operator shall pay a per trip fee of \$0.25 for each trip to transport passengers **from** the Airport. The Commercial Operator shall pay \$0.00 for each trip to transport passengers **to** the Airport.

## **Class VII - Special Event Transporters**

The Commercial Operator shall pay a per trip fee for each Commercial Vehicle operated at the Airport pursuant to a temporary Permit equal to \$30.00 per trip for a Small Commercial Vehicle, \$45.00 per trip for a Mid-Size Commercial Vehicle and \$60.00 per trip for a Large Commercial Vehicle for each trip to transport passengers from the Airport. The Commercial Operator shall pay \$0.00 for each trip to transport passengers to the Airport.

## **Class VIII - Taxicabs**

The Commercial Operator shall pay \$1.50 for each trip to transport passengers **from** the Airport. The Commercial Operator shall pay \$0.00 for each trip to transport passengers **to** the Airport.

## **Class IX - Occasional Users**

The Commercial Operator shall pay a per trip fee for each Commercial Vehicle operated at the Airport pursuant to a temporary Permit equal to \$30.00 per trip for a Small Commercial Vehicle, \$45.00 per trip for a Mid-Size Commercial Vehicle and \$60.00 per trip for a Large Commercial Vehicle for each trip to transport passengers **from** the Airport. The Commercial Operator shall pay \$0.00 for each trip to transport passengers **to** the Airport.

## **Class X - Courier/Package Delivery Service**

The Commercial Operator shall pay a per trip fee of \$1.00 for each trip to transport small packages/parcels **from** the Airport. The Commercial Operator shall pay \$0.00 for each trip to transport passengers **to** the Airport.

## **Other Fees and Charges**

DECALS .....\$5.00/Vehicle

AVI TRANSPONDER TAG .....\$25.00/Vehicle

VEHICLE REGISTRATION FEE ..... \$20.00/Vehicle

FAILURE OF AUTOMATED PAYMENT (for Auto-Pay Customers).....\$30.00/Event

LATE PAYMENT FEE (for Self-Pay Operators ).....\$30.00/Event

EXCESSIVE DWELL TIME CHARGE..... Trip Charge multiplied by 2 for each 10 minute increment exceeding 20 minutes for the use of the Commercial Drive or 60 minutes for use of the Short-Term Parking Garage.

EXCESS VEHICLE CHARGE .....Double The Trip Charge

FINANCE CHARGES – In the event any amount due and properly invoiced by the Authority is not received in a timely manner, finance charges shall be assessed beginning with the date of invoice at an annual percentage rate of 18% or the maximum amount allowed by law.

APPENDIX “G”

APPLICATION FORM

Instructions

Step

1. Review and select the appropriate operator class from APPENDIX “D”, OPERATOR CLASSIFICATIONS, as it relates to your proposed operation.

Note: (Only one class per application) The Airport Authority has final decision in determining the class of a Commercial Ground Transportation Operator.

2. Complete application (page 28) and vehicle information on pages 29 and 30.
3. Attach appropriate city, state, or federal license/certificate required to provide specified ground transportation service. Operators exempt from city, state, federal licensing and/or certification must attach appropriate documentation stating such exemption.
4. Attach certificate of insurance or copy of certificate as evidence of coverage in the amounts specified on Page 23, APPENDIX “E”, MINIMUM INSURANCE REQUIREMENTS.
5. Return all items as specified in Steps 1 – 4 above to:

Metropolitan Nashville Airport Authority  
Operations Division  
One Terminal Drive, Suite 501  
Nashville, Tennessee 37214-4114

**Commercial Ground Transportation Operators requesting authorization to utilize Nashville International Airport are required to review and complete the following application:**

**Name of Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Billing Address:** \_\_\_\_\_

**Manager's Name:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Type of Operation (Per Appendix "D", OPERATOR CLASSIFICATIONS):**

\_\_\_\_\_

**Amount of Nonrefundable Application Fee Enclosed: \$** \_\_\_\_\_

**Payment Option: Self-Pay Option** \_\_\_\_\_ **or Automated Payment Option** \_\_\_\_\_

The undersigned applicant for a Commercial Ground Transportation Operators Permit agrees to operate within the guidelines of the Commercial Ground Transportation Policy of the Nashville International Airport, Nashville, Tennessee, including the Rules and Regulations as established and adopted by the Metropolitan Nashville Airport Authority, or as hereafter amended. Any access controls (AVI transponder tags, decals, gate cards, etc.) issued by the Airport Authority remain the property of the Airport Authority and are subject to confiscation. I certify I have received a copy of the above referenced Ground Transportation Policy, and that I have reviewed and am familiar with said Rules and Regulations, and that all information provided on this application is true and correct.

**Signature:** \_\_\_\_\_  
**Authorized Representative**

**Title:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Please provide information requested for each vehicle to be permitted:

**Vehicle #1:** MNAA Decal/Transponder Tag Number \_\_\_\_\_

Length: \_\_\_\_\_ Width: \_\_\_\_\_

# Seats (Include Driver): \_\_\_\_\_ Vehicle Color: \_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_

State & Tag #: \_\_\_\_\_

VIN: \_\_\_\_\_

**Vehicle #2:** MNAA Decal/Transponder Tag Number \_\_\_\_\_

Length: \_\_\_\_\_ Width: \_\_\_\_\_

# Seats (Include Driver): \_\_\_\_\_ Vehicle Color: \_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_

State & Tag #: \_\_\_\_\_

VIN: \_\_\_\_\_

**Vehicle #3:** MNAA Decal/Transponder Tag Number \_\_\_\_\_

Length: \_\_\_\_\_ Width: \_\_\_\_\_

# Seats (Include Driver): \_\_\_\_\_ Vehicle Color: \_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Year: \_\_\_\_\_

State & Tag #: \_\_\_\_\_

VIN: \_\_\_\_\_

**Vehicle #4:** MNAA Decal/Transponder Tag Number \_\_\_\_\_

**Length:** \_\_\_\_\_ **Width:** \_\_\_\_\_

**# Seats (Include Driver):** \_\_\_\_\_ **Vehicle Color:** \_\_\_\_\_

**Make:** \_\_\_\_\_ **Model:** \_\_\_\_\_ **Year:** \_\_\_\_\_

**State & Tag #:** \_\_\_\_\_

**VIN:** \_\_\_\_\_

**Vehicle #5:** MNAA Decal/Transponder Tag Number \_\_\_\_\_

**Length:** \_\_\_\_\_ **Width:** \_\_\_\_\_

**# Seats (Include Driver):** \_\_\_\_\_ **Vehicle Color:** \_\_\_\_\_

**Make:** \_\_\_\_\_ **Model:** \_\_\_\_\_ **Year:** \_\_\_\_\_

**State & Tag #:** \_\_\_\_\_

**VIN:** \_\_\_\_\_

**Vehicle #6:** MNAA Decal/Transponder Tag Number \_\_\_\_\_

**Length:** \_\_\_\_\_ **Width:** \_\_\_\_\_

**# Seats (Include Driver):** \_\_\_\_\_ **Vehicle Color:** \_\_\_\_\_

**Make:** \_\_\_\_\_ **Model:** \_\_\_\_\_ **Year:** \_\_\_\_\_

**State & Tag #:** \_\_\_\_\_

**VIN:** \_\_\_\_\_

**NOTE:** Please use additional copies of this page as may be required to list additional vehicles.