

## FIRST RESPONDER ACCOUNT POLICY

In accordance with state law and NC Quick Pass business policies, the North Carolina Turnpike Authority (AUTHORITY) allows the exemption of tolls for law enforcement, emergency, fire, rescue and emergency medical services vehicles (first responder vehicles) responding to emergency situations on all N.C. toll facilities. (See N.C.G.S. § 136-89.211(2)). Vehicles that fit into this category are required to submit a First Responder account application for review and approval by the AUTHORITY.

All vehicles listed on the account must be officially registered to the service organization applying for the account. The AUTHORITY may request a copy of the vehicle registration for any vehicles listed on the First Responder account. Any vehicles not officially registered to the service organization will be subject to immediate removal from the First Responder account and the AUTHORITY may charge the organization for any tolls incurred by these unauthorized vehicles. Unauthorized use of a First Responder account may also subject the account to suspension or permanent closure by the AUTHORITY.

The AUTHORITY may deny any application if the organization does not utilize vehicles within the parameters outlined in N.C.G.S. § 136-89.211(2). The AUTHORITY may terminate an account at any time as a result of non-compliance.

## FIRST RESPONDER ACCOUNT APPLICATION PROCESS

1. The service organization must complete the First Responder application.
  - a. If requesting more than 10 vehicles, please submit the vehicle list in an excel file on a USB drive or through email.
2. The service organization should read the First Responder Account Terms and Conditions.
3. Authorized personnel must sign the Agreement to the Terms and Conditions. The signature verifies that all information provided is accurate and true and that the applicant understands and agrees to the Terms and Conditions of the account.
4. The AUTHORITY will review the application.
5. The AUTHORITY may request vehicle registration of any and/or all vehicles submitted for First Responder status.
6. Upon the AUTHORITY's approval, the account will be established by the NC Quick Pass Customer Service Center.
7. It is the account holder's responsibility to maintain the account with updated vehicle and contact information for any eligible vehicles. Updates must be made by emailing changes to the Fleet Specialist or in-person at an NC Quick Pass Customer Service Center. First Responder account holders will not have access to make changes to their account through the website.
8. Each year, First Responder account holders must provide a current eligible vehicle list.

---

If the applicant has any questions about this process or the status of an application, please contact the Fleet Specialist at 919-674-5547.

/// INTERNAL USE ONLY /// ACCOUNT # \_\_\_\_\_ CSR ID \_\_\_\_\_ DATE \_\_\_\_\_

## SECTION 1: AGENCY INFORMATION

**AGENCY NAME** \_\_\_\_\_

**PRIMARY CONTACT** LAST NAME \_\_\_\_\_ FIRST NAME \_\_\_\_\_ TITLE \_\_\_\_\_

MAILING ADDRESS \_\_\_\_\_ CITY \_\_\_\_\_ COUNTY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ FAX \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

EMAIL \_\_\_\_\_

**SECONDARY CONTACT** LAST NAME \_\_\_\_\_ FIRST NAME \_\_\_\_\_ TITLE \_\_\_\_\_

**ACCOUNT STATEMENT AND CORRESPONDENCE DELIVERY METHOD** Email method is required via the email address provided above.

**CHALLENGE QUESTION** (used for verification purposes when accessing your account)

Please select one of the following questions:

- WHAT IS THE NAME OF THE STREET YOU GREW UP ON?      WHAT IS THE NAME OF YOUR FIRST BOSS?  
 WHO WAS YOUR FIRST SCHOOL TEACHER?      WHAT IS THE NAME OF YOUR FIRST PET?

ANSWER \_\_\_\_\_

**PERSONAL IDENTIFICATION NUMBER (PIN)** You must provide a four-digit PIN to access your account using the automated telephone system. \_\_\_\_\_ Please retain for your records.

## SECTION 2: VEHICLE INFORMATION

The Agency is responsible for keeping account and vehicle information CURRENT at all times.

LICENSE PLATE #	STATE	# OF AXLES	YEAR	MAKE	MODEL
<b>Total Number of Vehicles</b>					

For more than 10 vehicles, please submit a separate spreadsheet or USB drive.

## SECTION 4: AGREEMENT TO TERMS AND CONDITIONS

**Completion of this application, receipt of Transponder(s) and signature below constitutes the AGREEMENT subject to the attached Terms and Conditions.** By signing below I agree to comply with the Terms and Conditions established for the use of NC Quick Pass. I have read, understand and agree to abide by the Terms and Conditions. I agree to be responsible for all Transponder(s) listed on this account. I certify that the information provided on this application is accurate and current. I am at least 18 years of age.

AUTHORIZED SIGNATURE REQUIRED \_\_\_\_\_ DATE \_\_\_\_\_

Completed applications can be submitted to the NC Quick Pass Customer Service Center using the following methods:

- By Fax** 1-919-388-3279
- By Mail** 200 Sorrell Grove Church Road, Suite A, Morrisville, NC 27560 (Do NOT mail cash)
- In Person** 9 a.m. - 5 p.m. Monday-Friday, 9 a.m. - 2 p.m. Saturday. Please visit [www.ncquickpass.com](http://www.ncquickpass.com) for customer service center locations.

/// INTERNAL USE ONLY /// AUTHORIZED SIGNATURE APPROVAL \_\_\_\_\_ DATE \_\_\_\_\_