

Tolling facts for Military Commuters

Delivering an Efficient, Connected Transportation Network | Operated by 



Elizabeth River Tunnels

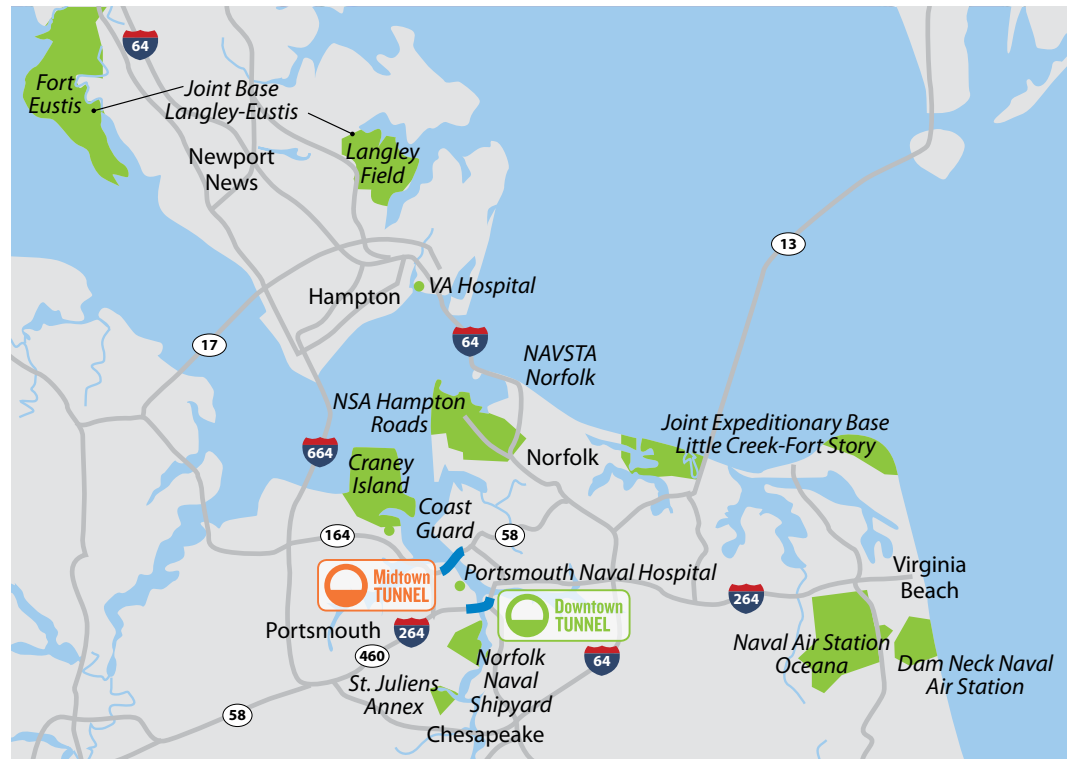
For more information about the Project, including the Comprehensive Agreement and other Project documents and to sign up for Project updates, please visit www.DriveERT.com

To report an incident or maintenance issue at the Elizabeth River Tunnels, call our 24-hour hotline: **1-855-ERT-ROAD (1-855-378-7623)**

For inquiries about tolls or billing issues related to the Elizabeth River Tunnels Project, contact the ERT Customer Service Center directly at **1-855-ERT-ROAD** or customerservice@DriveERT.biz

Providing a Region-Wide Transportation Solution

Elizabeth River Tunnels Project tolling affects military commuters



Elizabeth River Crossings (ERC) is developing the Elizabeth River Tunnels (ERT) Project in conjunction with the Virginia Department of Transportation (VDOT), working to bring an efficient, linked transportation network to the Hampton Roads area.

Tolling is one component of the funding structure to help deliver the Project. Using an all-electronic tolling system, the ERT Project will enhance connections among the region's military installations.

Commuters traveling to military installations in Hampton Roads, especially to facilities surrounding the Midtown and Downtown tunnels, should be advised of basic tolling procedures at these locations, including: tolling operations, payment locations, and Department of Defense assistance.

Tolling began February 1, 2014 at the Downtown and Midtown Tunnels.

About the Project

The Elizabeth River Tunnels Project is a public-private partnership of the Virginia Department of Transportation and Elizabeth River Crossings, OpCo LLC. Located in Norfolk and Portsmouth, Virginia, the Project includes:

- A new two-lane tunnel under the Elizabeth River adjacent to the existing Midtown Tunnel
- Significant rehabilitation, fire, life and safety improvements to the existing Midtown and Downtown tunnels
- Extension of the U.S. 58 Martin Luther King Freeway from London Boulevard to Interstate 264 (I-264), with an interchange at High Street, creating an efficient, connected transportation network
- Modifications to the interchange at Brambleton Avenue/Hampton Boulevard in Norfolk
- Complete operations and maintenance responsibilities of the Elizabeth River Tunnels and associated roadways
- An annual subsidy to Hampton Roads Transit to increase bus service between Portsmouth and Norfolk to the highest levels of service, creating a cost-efficient alternative to driving

Transportation Incentive Program (TIP)

The Department of Defense has an established mass transit benefit program for military commuters to help reduce traffic congestion and air pollution. Effective January 2013, DON members are eligible for transit benefits up to \$245.00 per month. Learn more at www.fmo.navy.mil/Divisions/FMO3/how_to_participate.html or contact Herb Pittman, Navy Regional TIP Coordinator, at 757-322-2836.


How All-Electronic Tolling Works

Tolls on this Project are collected electronically—with no cash option, no toll booths, no stopping or slowing. Drivers are encouraged to maintain normal travel speeds.


Gantries are located on the Portsmouth side of the Midtown and Downtown tunnels. Motorists will not pay a toll to use the MLK Extension. The ERT Project uses a peak and non-peak tolling method. Peak Period is Monday – Friday, 5:30 a.m. to 9:00 a.m. and 2:30 p.m. to 7:00 p.m. Holidays, weekends, and all other times are considered off peak.

How to Pay

Drivers will have two options to pay*:

1.  **Drivers will pay the lowest toll rates using E-ZPass****

Cars/Light Vehicles: Off-Peak = \$1.00 Peak = \$1.25
Heavy Vehicles: Off-Peak = \$3.00 Peak = \$5.00

2.  Alternately, drivers may Pay by Plate which adds a processing fee to the toll rates listed above. Pay by Plate sends a mailed invoice to drivers. Payments are made by mail, in person, by telephone or online. Pay by Plate is invoicing by mail, not a violation or citation.

* *Tolls applied for travel in each direction*

** *The established peak and off-peak toll rates are the already discounted E-ZPass rates. No additional discounts applied for using E-ZPass.*

Home of Record/Deployment Questions

Is your home of record in another state or are you or your service member currently deployed? Please be advised that invoices are sent to the address and state where the vehicle is currently registered.

For assistance with invoices related to a different home of record or deployment, contact the ERT Customer Service Center:

ERT Customer Service Center
700 Port Centre Parkway, Suite 2B
Portsmouth, VA 23704
customerservice@DriveERT.biz
Toll free: 855-ERT-ROAD

We honor the Servicemembers Civil Relief Act (SCRA) and will work with members of the military at the ERT Customer Service Center.

Where to Get E-ZPass

Military Installations

Currently, the Naval Station Norfolk NEX is a certified retailer for E-ZPass On-the-Go kits. Service members and their families may obtain an E-ZPass on site and are advised to register transponders online or over the phone with E-ZPass immediately after purchase.

Local Retailers

Check www.ezpassva.com for a list of other retailers in Hampton Roads who carry E-ZPass.

Online or by Phone

Virginia residents can create an E-ZPass account at www.ezpassva.com or call the customer service center toll-free at **877-762-7824**.

For more information, visit the Military Info page on www.DriveERT.com.

Neither the Navy nor any other part of the Federal Government officially endorses any company, sponsor or their products or services.