

Information for New Residents

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

As a new resident and commuter of the Hampton Roads community, WELCOME!

The Elizabeth River Tunnels (ERT) Project has been a top priority for the Hampton Roads region for many years. The Project includes the design, construction and finance of a new two-lane tunnel parallel to the existing Midtown Tunnel under the Elizabeth River, rehabilitation of the existing Midtown and Downtown tunnels, extension of the Martin Luther King (MLK) Freeway from London Boulevard to Interstate 264 (I-264) and the long-term operations and maintenance of the Project and associated roadways.



Tolling Information

Gantries over the roadway collect the toll electronically—with no cash option and no stopping to pay at tollbooths on site. Gantries (pictured right), are located on the Portsmouth side of the Downtown and Midtown tunnels and collect tolls in each direction.

The ERT Project uses a peak and non-peak toll pricing structure. 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.



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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

How to Pay

All-electronic tolling is used for toll collection at the Downtown and Midtown tunnels, so there is no cash option. Customers can pay their toll using E-ZPass or Pay by Plate.

E-ZPass

Obtaining an E-ZPass is the cheapest and easiest way to pay the toll. As you drive beneath the toll gantries at the Downtown or Midtown tunnels above the roadway on the Portsmouth side, the system automatically scans the E-ZPass transponder attached to your vehicle's windshield and deducts the correct amount from your prepaid account.

Out of state E-ZPasses can also be used at the ERT Project. In Virginia, E-ZPass is managed by the Virginia Department of Transportation (VDOT). Please visit www.EZPassVA.com for a list of alternate local retail locations.

Pay by Plate*

Drivers who choose not to obtain an E-ZPass can become a registered Pay by Plate account holder or unregistered user for the ERT Project. Pay by Plate sends a mailed invoice to the vehicle's Department of Motor Vehicles registered owner. Payments can be made by mail, in person, by telephone or online at www.DriveERT.com.

Registered prepaid Pay by Plate customers using the tunnels pay a reduced processing fee per trip in addition to the toll. Unregistered Pay by Plate customers using the tunnels will pay an additional processing fee per trip (in addition to the toll), which by law is twice the lowest toll rate.

**Pay by Plate is invoicing by mail, not a violation or citation.*

2015 Toll Rates			
Passenger Vehicles (Two-axes, includes motorcycles)			
	E-ZPass	Registered/Pre-paid* Pay BY PLATE	Unregistered** Pay BY PLATE
Monday - Friday			
12:00 a.m. to 5:30 a.m.	\$1.00	\$2.00	\$3.00
5:30 a.m. to 9:00 a.m. (PEAK)	\$1.25	\$2.25	\$3.25
9:00 a.m. to 2:30 p.m.	\$1.00	\$2.00	\$3.00
2:30 p.m. to 7:00 p.m. (PEAK)	\$1.25	\$2.25	\$3.25
7:00 p.m. to 12:00 a.m.	\$1.00	\$2.00	\$3.00

Heavy Vehicles (Three or more axes, includes cars with trailers)			
	E-ZPass	Registered/Pre-paid* Pay BY PLATE	Unregistered** Pay BY PLATE
Monday - Friday			
12:00 a.m. to 5:30 a.m.	\$3.00	\$4.00	\$5.00
5:30 a.m. to 9:00 a.m. (PEAK)	\$5.00	\$6.00	\$7.00
9:00 a.m. to 2:30 p.m.	\$3.00	\$4.00	\$5.00
2:30 p.m. to 7:00 p.m. (PEAK)	\$5.00	\$6.00	\$7.00
7:00 p.m. to 12:00 a.m.	\$3.00	\$4.00	\$5.00

Off-peak rates apply on weekends and holidays.
*Registered/Pre-paid Pay by Plate rates include a \$1.00 processing fee.
**Unregistered or Post-paid Pay by Plate rates include a \$2.00 processing fee.

Where to Get E-ZPass

Local Retailers

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

Online or by Phone

Virginia residents can create an E-ZPass account at VDOT's website or call the customer service center toll-free at 877-762-7824.

Pay by Plate Customer Service

ERT Customer Service Center

700 Port Centre Parkway
Portsmouth, VA
customerservice@DriveERT.biz
Toll free: 855-ERT-ROAD

Hours of Operation:

7 a.m. to 7 p.m.
Monday through Saturday

Motorists are encouraged to check the DriveERT.com Travel Impacts page for the latest information on closures and work activities; call 511 for traffic information and follow us on Twitter @DriveERT.

Subscribe to receive traffic advisories directly by email at www.DriveERT.com.

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