

Operations and Maintenance

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

Preserving Critical Infrastructures

On July 13, 2012, the Virginia Department of Transportation (VDOT) transferred operations and maintenance responsibilities of the Downtown and Midtown Tunnels to its partner, Elizabeth River Crossings (ERC). Significant advance preparation and coordination were implemented to ensure that the vital safety and security measures of these critical infrastructures are upheld and preserved for the Commonwealth and for the residents of the Hampton Roads area.

The agreement with ERC allows VDOT to use private-sector technical, management and financial resources to deliver an enhanced transportation system to the citizens of Hampton Roads in a faster and less costly manner.

Operations and Maintenance Provided by ERC

As the new organization leading operations and maintenance of the Elizabeth River Tunnels, ERC is responsible for the following:

- Incident response (eg. breakdowns and accidents)
- Snow removal
- Tide-gate testing
- Operations
- Maintenance of the tunnels and approximately 51 lane miles of associated roadways



Vehicles bearing the name *Elizabeth River Tunnels* are now handling all emergency response and maintenance within the project boundaries.

Project Enhancements

ERC is expanding its responsibilities beyond what VDOT was previously in charge of and implementing additional project enhancements that include:

- Tunnel lighting improvements
- More frequent storm drain cleanings
- Sign replacements
- Pothole repairs
- Cleaner tunnels
- Improved ventilation

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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

- Additional dedicated safety service patrols
- Upgrades to monitors and camera systems to improve effectiveness of control rooms overseeing tunnel activity
- Improved roadway conditions
- New instant notification system to alert management team of all incidents

Since taking over the operations and maintenance responsibilities, ERC's average response time to incidents is less than 5 minutes.

24/7 Response to Maintenance Requests

A new toll-free number is now available 24/7 to respond to maintenance requests within the Project boundaries (**1-855-ERT-ROAD**). VDOT's Traffic Operations Center will still be kept informed of all traffic information for the Project, allowing motorists to continue to receive updates through 511 and VDOT highway advisory radios.

What This Means for Commuters

- Enhanced services = easier and quicker commute
- 24/7 toll-free number and instant notification system = more timely response to maintenance requests
- Improvements to lighting and roads = increased safety
- Work on the new Midtown Tube and the MLK Extension is underway, and the Downtown Tunnel improvements will start at the end of 2013

