

Tolling for Congestion Relief and Revenue

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

Tolling at the Elizabeth River Tunnels Project began February 1, 2014.

Tolling is one component of the funding structure that will help deliver the Elizabeth River Tunnels (ERT) Project. Private financing, a contribution from the Commonwealth and a low-interest Federal Highway Administration loan will also help fund the ERT project.

Why Tolls?

Tolls will help pay for the Project: Tolls will help finance the significant rehabilitation and fire, and life and safety upgrades to the existing Midtown and Downtown tunnels. Tolls also support the ongoing operations and maintenance of these facilities and associated roadways through the duration of the contract term.

Tolls will help reduce congestion: Supported by the Federal Highway Administration (FHWA), variable tolling during peak periods is used as a congestion management tool.

- Tolls varying by time of day or congestion level help encourage motorists to reschedule some trips to off-peak periods or to use other travel modes, such as mass transit.
- Electronic toll collection is critical to this system's efficient operation.

How All-Electronic Tolling Works

Tolls on this Project will operate more efficiently and safely without traditional toll booths. Gantries over the roadway collect the toll electronically—with no cash option, 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.

Peak period at the Elizabeth River Tunnels Project will be Monday through Friday 5:30 to 9 a.m. and 2:30 to 7 p.m.

(Off-peak period is all other times not specifically defined as peak period.)

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

Drivers will have two options to pay*:

1. **E-ZPass** Drivers will pay the lowest toll rates using E-ZPass** avoiding all processing fees.
2. **Pay BY PLATE** Drivers who choose not to obtain an E-ZPass can become a registered Pay by Plate account holder or unregistered user. Registered Pre-Paid Pay by Plate customers using the tunnels will pay a reduced processing fee (in addition to the toll). Unregistered Pay by Plate customers using the tunnels will pay an increased processing fee per trip (in addition to the toll). 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

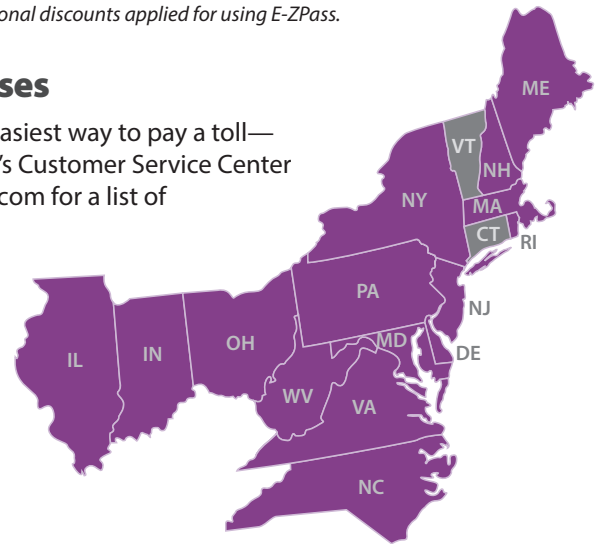
** The established peak and off-peak toll rates are the already discounted E-ZPass rates. No additional discounts applied for using E-ZPass.

Where To Obtain and Use Passes

Obtaining an E-ZPass is the cheapest and easiest way to pay a toll—E-ZPass On-the-Go kits are available at ERT's Customer Service Center in Portsmouth. Please visit www.EZPassVA.com for a list of alternate retail locations.

The ERT Customer Service Center
700 Port Centre Parkway
Portsmouth, Virginia 23704

At the ERT Customer Service Center, customers can register and service their ERT Pay by Plate accounts. Call 1-855-ERT-ROAD for more information.



 E-ZPass Network  Not part of E-ZPass Network