



## Media Release

**FOR IMMEDIATE RELEASE**

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Contact: Caryn Foster Durham  
[CDurham@ERCopco.com](mailto:CDurham@ERCopco.com)

### **Elizabeth River Crossing Annual User Survey Being Sent**

**Portsmouth** - The Elizabeth River Crossing (ERC) annual customer survey will begin arriving in email inboxes Monday, August 14th.

The survey is being managed by Southeastern Institute of Research (SIR) and will be sent to a sampling of approximately 47,000 pay-by-plate customers and 60,000 E-ZPass customers with valid email addresses who have used the ERC facilities.

The survey consists of four different sections: Tunnel Trip Behavior, Perception of Tunnel/Tolling Management, Toll Payment and Communications & Customer Service.

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