



## News Release

### FOR IMMEDIATE RELEASE

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#### **DriveERT Customer Care Center closed Friday-Saturday – Tunnels remain open**

**Portsmouth, Va.** – The DriveERT Customer Care Center, located at 700 Port Centre Parkway, Portsmouth, will be closed Friday, September 14 and Saturday, September 15 due to the potential for severe weather conditions. Self-service payment options for Pay by Plate customers are available 24-hours a day online at [www.DriveERT.com](http://www.DriveERT.com) and by phone at (757) 837-0840.

The Elizabeth River Crossings (ERC) team has been working day and night to prepare for the potential impacts of Hurricane Florence and will continue to monitor the storm closely. We've completed extensive reviews and tests at our facilities to ensure motorists are safe before, during and after the hurricane. In addition, tide gate testing was successfully completed at the Midtown Tunnels. ERC maintains and operates the Midtown Tunnels, Downtown Tunnels, the MLK Expressway, and approximately 51 lane miles of associated roadways.

All ERC facilities are currently open for travel and there are no plans to close them. Tolls at the Midtown and Downtown tunnels remain in effect. Closures at any of our facilities or associated roadways would only occur in extreme weather conditions and if there is imminent danger to public safety.

For updates about the Elizabeth River Crossings facilities, please follow DriveERT on [Twitter](#) and [Facebook](#). To report an incident or road hazards at the Elizabeth River Crossings facilities, please call our 24-hour hotline at 1-855-ERT-ROAD (1-855-378-7623).

Residents are encouraged to stay safe and monitor road conditions and assess travel plans accordingly by utilizing the tools provided by the Virginia Department of Transportation, such as:

- Report any problems such as flooding, downed trees, or road hazards to VDOT's Customer Service Center at 1-800-FOR-ROAD (367-7623) or at [my.vdot.virginia.gov](http://my.vdot.virginia.gov).
- Monitor statewide and local traffic conditions by calling 511, visiting [www.511virginia.org](http://www.511virginia.org) or downloading the free 511 mobile app.

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