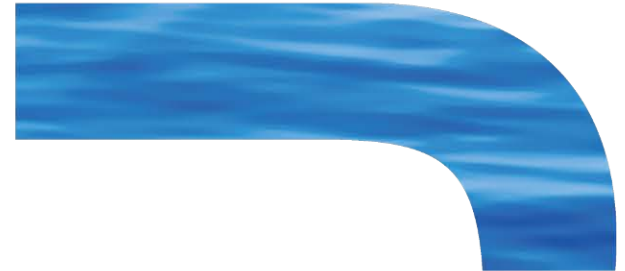


Downtown Tunnel / Midtown Tunnel / MLK Extension Project



Presentation to the Commonwealth Transportation Board

**By Greg Woodsmall, Interim CEO
Elizabeth River Crossings OpCo, LLC**

March 14, 2012



Project Status

- **Entered into the Comprehensive Agreement (Dec 2011)**
- **Key business terms consistent with IRP recommendations and CTB approval**
 - Includes subsidy to enhance bus service
- **Performing work as required by the Comprehensive Agreement**
 - Tolling Mobilization Activities
 - Operations & Maintenance Planning
 - Construction Planning
 - Tolling Strategy & Marketing
 - Public Info & Communications
- **Financial Close: 1Q 2012**
- **Toll commencement: 3Q 2012**
 - Tolls at Downtown and Midtown Tunnels
 - ~2016 MLK Extension tolls



Preparing for Tolling

- Metrics and schedule on target for Tolling Mobilization Activities
 - Steel acquisition and gantry fabrication
 - Back-office software
 - Hardware testing
 - Construction Authorizations
 - Signage
 - Website and Toll-Free Customer Service Hotline
 - Collaboration with Dept of Motor Vehicles
- Drivers may use **E-ZPass** or **Pay by Plate**



E-ZPass Stats for Project

- Goal: majority E-ZPass customers
- Last measured study reflects low penetration
- Collaborative analysis undertaken by Toll Working Group

Key quantity data points:

- Anticipated 120,000 transactions per day:
 - At Downtown and Midtown Tunnels combined
- One driver may generate multiple trips
 - Example: round-trip commute
- Transponder quantities estimated and on order by VDOT

Ample supply: 100,000 initial order



Obtaining an E-ZPass

■ Tunnel Users

- Largely commuters
- Regional travel

■ Recognition and accommodation of various users

- Military personnel
- Tourism-related
- Temporary residents
- Fleet services/taxis
- *Unbanked and underbanked*

■ Enhanced ways to obtain an E-ZPass

- ✓ By Telephone
- ✓ Website – Project and E-ZPass
- ✓ In-person at walk-in centers
 - Exploring additional centers, co-location
- ✓ Coordination with major employers, military

■ Customer Service Representatives

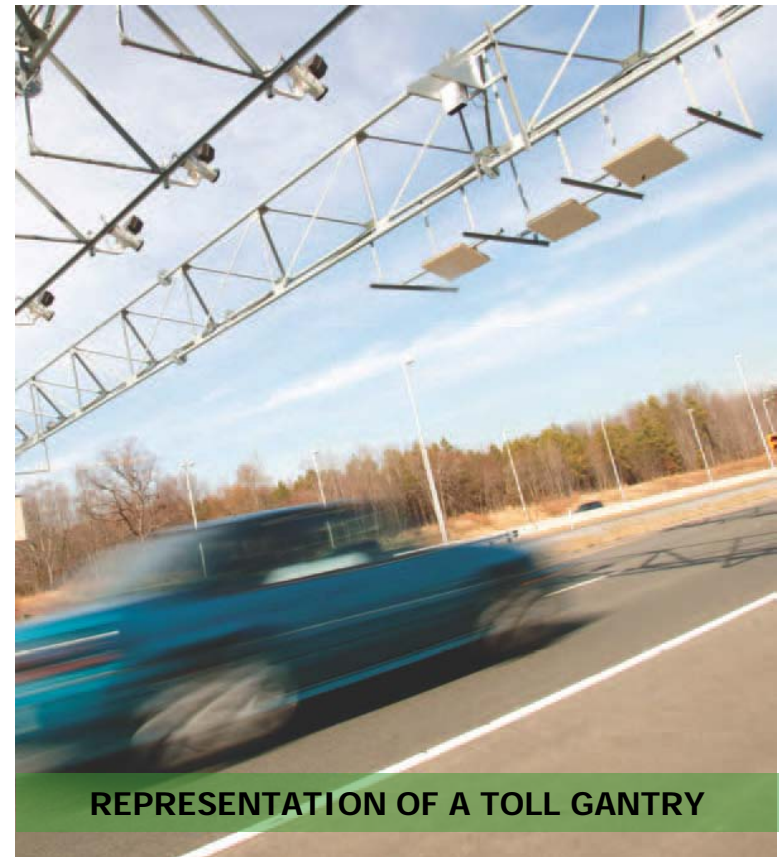
- ✓ Trained and ready
- ✓ Flexibility to work with customers
- ✓ Seamless experience

TRANSPONDER DEMAND

Heaviest in the
month before and
after tolls start

Pay by Plate

- License plate used to generate invoice
- Alternate to E-ZPass
 - Allows cash payment at ERC storefronts
 - ERC storefronts would enable, encourage conversion to E-ZPass
 - Payment possible by phone and online
- Processing fee not to exceed \$3.18
 - Infrequent users may prefer to become regular Pay by Plate customers
 - May elect to register for a Pay by Plate account
 - Registered accounts may receive discounted processing fee, promotions



Thank you

More Information can be found at

www.ERC-info.com

- Project Information
- Subcontracting
- Employment
- Sign Up for Updates
- Upcoming Events