Expediting Fleet Movement by Utilizing the E-ZPass Electronic Toll Collection System | Covering 15 States on the East Coast

States Within the E-ZPass Network
States Without Electronic Toll Collection
States Outside the E-ZPass Network

Please note: States outside the E-ZPass Network are not connected in any way with the E-ZPass Network. E-ZPass transponders will NOT work in those states nor will those states’ transponders work in states within the E-ZPass Network.

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The Multi-State Fleet Response Working Group
www.Fleetresponse.org
DISCLAIMER

- This guidebook is an attempt to familiarize potential commercial users of the E-ZPass system that covers 15 states on the East Coast. It is not meant to endorse any one approach or offering, but only to educate out-of-region users on the potential use of E-ZPass as a way to expedite the movement of their fleets and vehicles across state lines when appropriate.
- Several states have produced their own E-ZPass Commercial Guidebooks already. These are referenced in this document.
- Information in this guidebook and/or on related websites are subject to change without notice.
- Please refer to individual state E-ZPass websites for the most up-to-date information regarding your E-ZPass accounts. A list is provided in this document.
PURPOSE

The purpose of this report is to help educate individuals and companies to better understand the E-ZPass system, particularly those who do not normally operate within the geographic E-ZPass areas of coverage.

PROBLEM STATEMENT

Following Hurricane Sandy, power and utility restoration became paramount across the mid-Atlantic and Northeast regions. Expediting power restoration efforts became a top priority for state and local government. As with most large storms, many states were impacted. Additionally, many non-impacted or “pass through” states had a roll in the flow of utility fleets moving through their state(s) on the way to the impacted states. During Hurricane Sandy, utility crews came from many states across the country and from Canada. While there are many issues when moving fleets across state lines, toll stations quickly become an element that impact response times and effective fleet movement across state lines. During Sandy, it was learned that a one hour delay at a toll station in a “pass through” state(s) can start a series of cumulative impacts that delay restoration efforts by as much as 24 hours in the impacted state(s).

Many states have invested in very efficient Electronic Toll Collection (ETC) systems. They have created websites to push information out to the public to help educate them on the states’ ETC system. These websites have become very effective education platforms for citizens and businesses in their states.

The problem arises in large regional, multi-state events when people and vehicles come from other states/Canada and are not familiar with the roads/people/processes/ETC
systems in the impacted state(s). For example trucks and crews coming from Florida may not be familiar with New Jersey’s (NJ) and New York City’s (NYC) systems, people and processes. These Florida trucks/crews rely upon their internal electric sector mutual assistance processes which coordinate through the local electric companies in NJ and NYC. This process works well but still requires coordination with may “pass through” states along the way.

- It is in these large multistate events that the need for further education is needed from the regional perspective that helps both government and the private sector coordinate efforts to expedite power restoration and private sector fleet movement efforts. This guidebook report is an attempt to help educate the private sector to the E-ZPass ETC system for commercial accounts. As always, with dynamic environments, the information may change over time and without notice.

- The private sector is encouraged to learn the process so that they can more effectively establish E-ZPass accounts as needed, and build upon a process that can expedite their vehicles through E-ZPass toll stations to quickly respond to disasters when requested to respond outside of their normal operating areas.
BACKGROUND

For any process to work effectively, it needs to be simple and operationally consistent. The private sector has expressed the need for a process that can work the same during normal or “blue sky” days as it does during storm or “dark sky” days. Having access to automated systems can be extremely helpful to prevent user errors and provide a more consistent operational environment.

Having a seamless, interoperable ETC (electronic toll collection) system in multiple states is an effective method for moving private sector resources across state lines quickly. The benefits for these systems are many:

- Expedites power, supply chain and utility restoration efforts by helping responding fleets arrive in impacted states faster
- Provides a consistent process for blue sky and dark sky days
- States and jurisdictions can collect and receive tolls immediately without having to go through administrative processes to track vehicles back to their owners, issue violation letters and fines, and waiting on collection and/or reimbursement processes.
- Provides the private sector an effective method to acquire and move resources efficiently through tolls stations without waiting on a third-party
- Reduces current “post storm” administrative workload to issue/track fines and resolve collections/reimbursements
- Supports private sector mutual aid and billing processes across state lines
- Allows for simpler billing and tracking process
- Reduces the need for federal intervention (e.g. FEMA declarations)
ACCOUNT TYPES

The E-ZPass system supports both personal and commercial accounts. Personal accounts can be used for individual vehicles while commercial accounts can be used for multiple vehicles and larger trucks. Each state approaches this in a slightly different manner, so please visit a participating state’s E-ZPass website for further details. Some states offer discount programs based on their specific roads, tunnels, bridges and even parking lots.
PERSONAL ACCOUNTS

Many people use E-ZPass for their personal non-commercial use. Applications are submitted by downloading a form and submitting it by fax or mail, or, in many cases applications can be filed online. Additionally, applications may also be submitted in person by visiting an E-ZPass facility. Once approved, the individual is mailed an electronic transponder that is placed on the vehicle for use in participating E-ZPass toll facilities. Additional transponders may be purchased as needed.

COMMERCIAL ACCOUNTS

Commercial E-ZPass accounts are designed for:

- Those who have a vehicle with more than two axles
- Vehicles with greater than 7,000 lbs. maximum gross weight
- Those who require more than eight (8) transponders per account
- Those who prefer to hold their account in a business name
ACCOUNT PAYMENT OPTIONS

You can establish a prepaid E-ZPass account using your credit card, check, or cash. The convenient credit card payment option automatically replenishes your prepaid account. Check and cash E-ZPass accounts have a higher replenishment threshold and are replenished by mailing or delivering a payment to the E-ZPass Customer Service Center. Companies can open prepaid and postpaid accounts based on eligibility criteria.

- Prepaid accounts deduct the total monthly toll charges from an opening balance determined by usage and replenish automatically via a credit card or bank account draft.

- Postpaid account holders are billed monthly for their total usage. Not all states offer this option.

ACCOUNT MANAGEMENT

Additional vehicles may also be added to E-ZPass accounts. E-ZPass accounts come with an online website where additional vehicles can be added to an online database. The database is typically comprised of each vehicle’s information (e.g. make, model, year, license plate number, color, number of axles, etc.). This information can be provided at the time of application or added at a later date via your E-ZPASS account website. Changes to online database accounts can be done on the fly via a SMART PHONE or laptop and are updated typically via an overnight process. Additional transponders can also be purchased as needed. **NOTE:** Having a vehicle’s information and license plate registered on your account prevents you from getting a violation notice in the event that your transponder is malfunctioning or not read properly for some reason. Some states may also charge a small service fee for vehicles without transponders.
**HOW YOUR TAG WORKS**

1. Your E-ZPass tag is read
2. The proper charge is deducted
3. Some facilities have gates
4. Video enforcement systems
5. Traffic Signal/Message is displayed

**USING E-ZPASS**

When you establish an E-ZPass prepaid account, you receive a small electronic tag (sometimes called a transponder) that attaches to the windshield inside your vehicle, or, depending on the type of vehicle, to your license plate/bumper. Within the tag is an electronic chip that contains a transponder number that is linked to your online E-ZPass account. Each time you use a toll facility where E-ZPass is offered, an antenna at the toll plaza reads the vehicle and account information contained in your tag. Combined with the toll lane information derived as the vehicle passes through the lane, the appropriate toll is then electronically debited from your prepaid account. A record of your transactions will be included in your periodic statement.

If a transponder is not placed properly or malfunctioning, the vehicle can still pass through the E-ZPass toll station. A toll gate visual and/or audio alarm will be triggered indicating the tag was not read properly by the E-ZPass system. If the toll plaza uses a toll gate that actually stops the approaching vehicles, the toll gate will not be lifted/opened and the vehicle will remained stopped at the gate until a toll gate operator lifts/opens the gate.

An image is immediately taken of the vehicle’s license plate. Sophisticated software tracks the license plate back to the online E-ZPass database/account. If the license...
plate is linked to an account, the account is billed automatically. If the license plate is not tracked to an account, another process is engaged to find the owner of the vehicle(s) and a fine is issued via hardcopy mail.

APPLICATION PROCESS

For Commercial Accounts, the process is very simple. A business can open an E-ZPass account in any E-ZPass state they choose. This does not have to be the state they do business in but this is encouraged. The choice is up to the applicant.

The registration process is explained on each state’s website. States’ websites typically offer a commercial account application which can be downloaded, completed, and faxed or mailed into the customer service center for processing. There is a waiting period involved while your account is approved and the transponder is mailed to you. The fastest way to open and activate an account is to visit an E-ZPass Service Center in participating states.

APPLICATION PROCEDURE

1. From Attachment 3 – select any one of the locations to apply for an E-Z Pass account
   a. It does not matter where you open an account for E-Z Pass

2. Select Commercial (Business/Commercial or Business) Account
   a. Commercial vehicle accounts are available to companies that have vehicles used for commercial business.

3. Select the option – pre-paid account or post-paid account

4. Complete Application and submit it via mail, fax, email (if applicable), or in person.
PROCEDURE FOR FLEET MOBILIZATION

1. Confirm all appropriate fleet license tags are on your E-ZPass online account. If required update tag numbers in the online E-ZPass database.

2. Issue your E-ZPass account number to your own fleet/drivers being mobilized so they can present it to officials (if needed or if they get pulled over) when they are driving in participating E-ZPass states. (See participating EZ-Pass states listing in Attachment 3)

3. Direct your drivers to drive through an E-ZPass lane at designated speed and proceed to their destinations.

In the Attachment Section we have provided additional information for reference purposes.

- Attachment 1 (A1) – About the E-ZPass Group
- Attachment 2 (A2) – A SAMPLE Commercial E-ZPASS Guidebook
- Attachment 3 (A3) – Regional Map and Links to E-ZPass Websites
- Attachment 4 (A4) – Online Application Availability
- Attachment 5 (A5) - Add a Commercial Vehicle to Account
A1 ABOUT THE E-ZPASS GROUP

Founded 20 years ago with interoperability as a fundamental principle, the E-ZPass Group operates the largest, most successful electronic tolling interoperability network in the world, with more than 24 million toll transponders in use and collecting over $9 billion in annual toll revenues of which more than $6 billion is collected electronically and over $3 billion transferred between agencies through toll reciprocity programs. The mission of the E-ZPass Group is to enable E-ZPass Group members and affiliated toll operators to provide the public with a seamless, accurate, interoperable electronic method of paying tolls and fees while preserving and enhancing the E-ZPass program. Today it operates in 15 states and has 25 member agencies.

For more information, visit: [http://www.e-zpassiag.com/about-us](http://www.e-zpassiag.com/about-us)

E-ZPASS GROUP MEMBER ORGANIZATIONS

Buffalo and Fort Erie Public Bridge Authority • Burlington County Bridge Commission • Delaware Department of Transportation • Delaware River and Bay Authority • Delaware River Joint Toll Bridge Commission • Delaware River Port Authority • Illinois State Toll Highway Authority • Indiana Toll Road Concession Company, LLC • Massachusetts Department of Transportation • Maryland Transportation Authority • Maine Turnpike Authority • Metropolitan Transportation Authority Bridges and Tunnels • New Hampshire Department of Transportation • New Jersey Turnpike Authority • New York State Bridges Authority • New York State Thruway Authority • Ohio Turnpike Commission • Port Authority of New York & New Jersey • The Pennsylvania Turnpike Commission • Rhode Island Turnpike and Bridge Authority • Skyway Concession Company • South Jersey Transportation Authority • Virginia Department of Transportation • West Virginia Parkway Authority • North Carolina Turnpike Authority
A2 SAMPLE COMMERCIAL GUIDEBOOK

Below is a link to a Business/Commercial Guidebook provided by New Jersey. This is for informational purposes only.

A3 MAPS AND LINKS TO E-ZPASS SITE

TOLL FACILITIES PARTICIPATING IN E-ZPASS

Many toll facilities participate in E-ZPass. Note the some states have several E-ZPass entities based on their various road, tunnels and bridges. For details, please see and/or click on the map or visit one of these links:

- Delaware / https://www.ezpassde.com
- Illinois / http://www.illinoistollway.com/homepage
- Indiana / https://www.ezpassin.com/index.jsp
- Maryland / http://mdta.maryland.gov
- Massachusetts / http://www.massdot.state.ma.us/highway/Main.aspx
- New York / https://www.ezpassny.com
- New York City Area / https://www.ncdot.gov/turnpike/
- North Carolina / http://www.ncdot.gov/turnpike/
- Ohio / http://www.ohioturnpike.org
- Pennsylvania / http://www.paturnpike.com
- Rhode Island / http://www.ritba.org
- Virginia / http://www.ezpassva.com
- West Virginia / http://www.transportation.wv.gov/turnpike/Pages/default.aspx

Link to clickable map:
## A4 - Links for Account Information

| E-ZPass Delaware  / http://www.ezpassde.com |  |  |
| E-ZPass Indiana / https://www.ezpassin.com |  |  |
| E-ZPass Massachusetts / see next line |  |  |
| www.massdot.state.ma.us/highway/TrafficTravelResources/EZPassMAProgram.aspx |  |  |
| E-ZPass New Jersey / https://www.ezpassnj.com/ |  |  |
| E-ZPass Ohio / https://www.ezpassoh.com |  |  |
| E-ZPass Rhode Island / https://www.ezpassritba.com |  |  |
| E-ZPass Virginia / https://www.ezpassva.com |  |  |
| E-ZPass West Virginia / see next line |  |  |
| http://www.transportation.wv.gov/turnpike/Pages/WVTurnpikeEZPass.aspx |  |  |
A5 ADD A COMMERCIAL VEHICLE TO THE ONLINE ACCOUNT DATABASE

Below are some actual screenshots that demonstrate the process used to add a commercial vehicle to an existing E-ZPass account. This information was provided via the Delaware E-ZPass website.

STEP 1 VISIT HOMEPAGE TO SIGN-UP OR SIGN-IN

![Screenshot of E-ZPass website showing sign-in page](image-url)
STEP 2 SCROLL DOWN TO -MANAGE VEHICLES- SECTION
STEP 1  CLICK ON -ADD NEW VEHICLE- BUTTON

![E-ZPass Delaware screen with highlighted options to add a new vehicle or upload vehicles.](image)
STEP 4  A POP-UP WINDOW IS DISPLAYED

with various pull down menus of information for each section
STEP 3  POPULATE THE FORM AND PRESS -SAVE- BUTTON
Include the vehicle(s) information and then press the “save” button. The vehicle is now added to the online account database.