



E-ZPass – Hampton Roads

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- **E-ZPass Distribution in Hampton Roads**
 - ❑ **Goals**
 - ❑ **Status**
 - ❑ **Early distribution challenges**
 - ❑ **VDOT/Faneuil preparation**

- **VDOT E-ZPass marketing and outreach**

- **Distribute 75,000 new E-ZPass transponders in the region by Feb. 1 (CTB - Nov 2013)**
 - ❑ **Meets 50% penetration goal per ERC**
- **Establish a strong E-ZPass retail program in the region**
- **Open two new Customer Service Centers...Portsmouth and Norfolk**
- **Execute an effective VDOT E-ZPass marketing plan**
- **Ensure customer service is convenient, fast and easy**



Path to 75,000 new transponders in region by February 1

- 128,000 transponders in the region on October 31, 2013
- 203,000 transponders in the region by February 1

To Date:

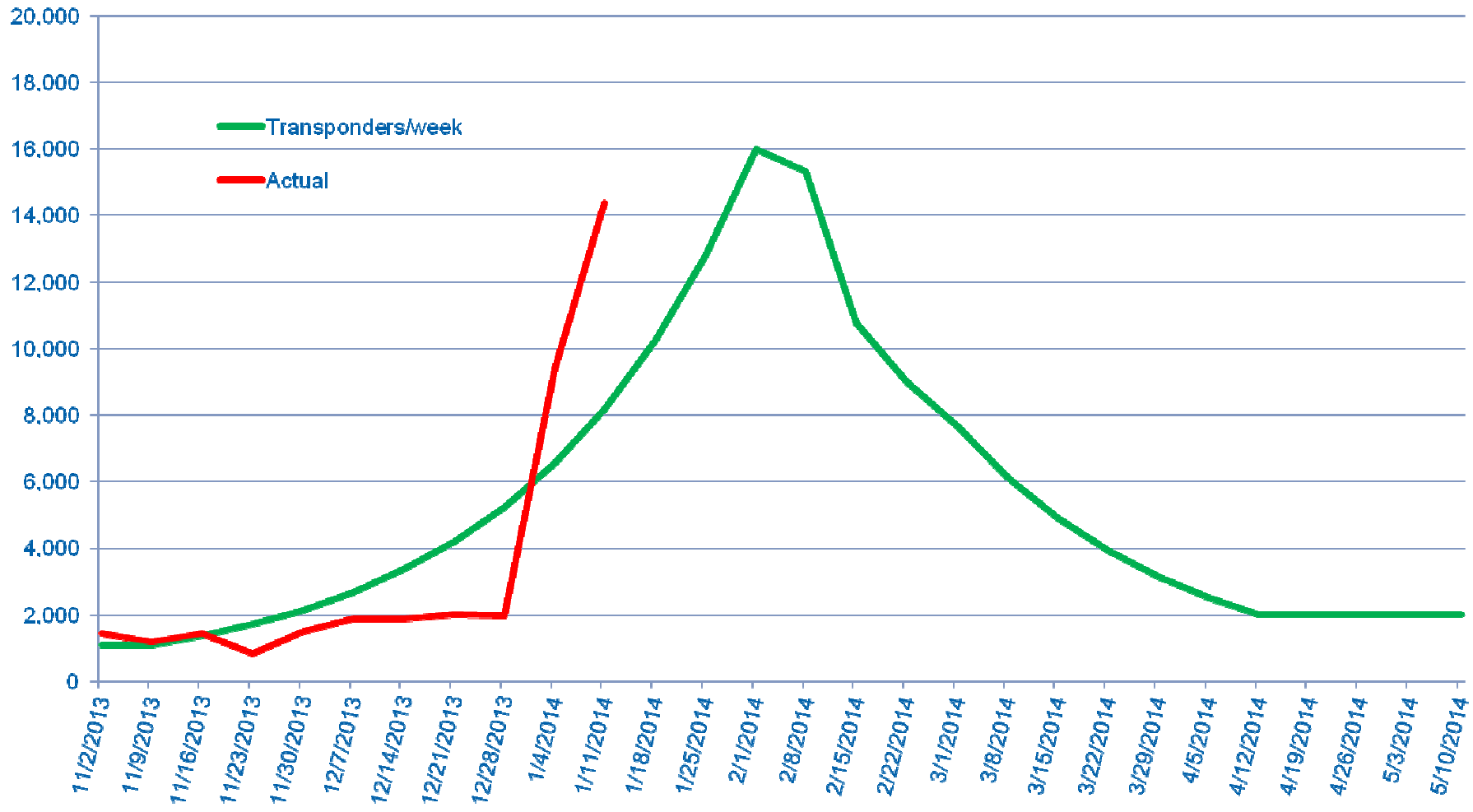
- 42,000 transponders distributed since November 1, 2013
- 27,000 distributed since January 1, 2014
- 33,000 transponders need to be distributed by February 1 to meet goal

- **Now have 5 retailers in region providing 20 retail locations**
- **VDOT E-ZPass Customer Service Centers (CSCs)**
 - ❑ **Have six functional CSCs in region**
 - Existing CSC at Coleman Bridge
 - ❑ **Opened two dedicated CSCs – Norfolk and Portsmouth**
 - ❑ **Three temporary CSCs through co-location with other entities**
 - ERT
 - CBBT
 - DMV
 - ❑ **CSCs at Norfolk, Portsmouth and ERT now open seven days a week**
 - ❑ **CSCs have capacity to process 1,500 transactions a day**

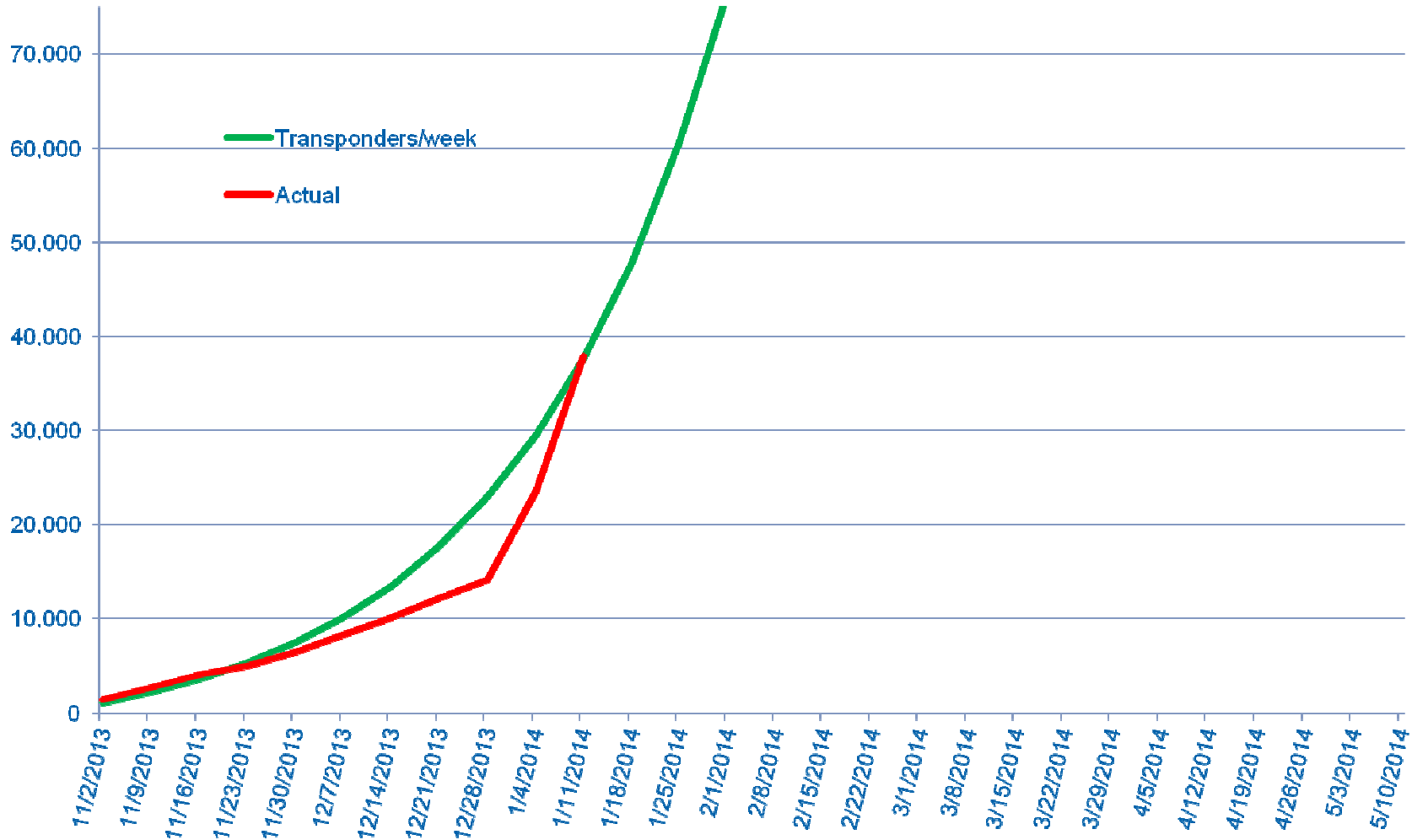
- **Online**
 - ❑ **EZPassVA.com accepts applications 24/7; website capacity increased ten-fold**
- **Phone**
 - ❑ **Toll free number available 7 a.m. to 7 p.m., now seven days a week**
 - ❑ **15 additional customer service representatives to take calls**
- **Capacity to process 4,000 transponders per day through web and phone**
- **Total combine capacity of 5,500 transponders a day**

- **Participating in community events to promote E-ZPass**
 - ❑ **HRADA 2014 International Auto Show (327 transponders)**
 - ❑ **Old Dominion University (2 events; 303 transponders at first event)**
 - ❑ **Newport News Shipbuilding (4 events scheduled)**
 - ❑ **Tidewater Community College (4 events scheduled)**
 - ❑ **Naval Medical Center, Portsmouth**
 - ❑ **Norfolk State University**

Transponders/week for ERT rollout



Transponders/week for ERT rollout cumulative



- **Support rapid delivery of retailer transponder restocking orders:**
 - ❑ Inventory maintained in Portsmouth
 - ❑ Same day delivery service via courier if necessary

- **Addressed wait times at Customer Service Centers:**
 - ❑ Extended operations to 12 hours a day, seven days a week
 - ❑ Streamlined application process so data entry occurs during off-peak hours
 - ❑ Provide On-The-Go kits on site

- **Increased E-ZPass online capacity to improve response time**

- **Increase Call Center capabilities to reduce wait times**

- **Expand retail network**
 - ❑ **Other local governments showing interests**
 - ❑ **Continue to seek additional opportunities**

- **Transponder inventory on hand – more to come**
 - ❑ **96,000 transponders w/ 37,000 due for Jan delivery**
 - ❑ **55,000 On-The-Go packages in stock w/ 26,000 due for Jan delivery**

Norfolk Customer Service Center

- **Opened December 2nd**
- **Full account services provided**
- **6 customer service representatives**
- **On-The-Go packages available**
- **Secondary fulfillment center to augment Clifton Forge**



Portsmouth Customer Service Center

- **Opened December 23rd**
- **Full account services provided**
- **6 customer service representatives**
- **On-The-Go packages available**



Since November 1st Retailers increased from 2 to 6 and number of locations increased from 6 to 20





Transponder Distribution Locations

Customer Service Center	Retailers
E-ZPass CSC 1701 Church Street Norfolk, VA	Norfolk Visitors Info Center 9401 4 th View St. Norfolk, VA 23503
DMV/E-ZPass 813 Greenbrier Pkwy Chesapeake, VA 23320	Norfolk Visitors Info Center 232 E. Main St. Norfolk, VA 23510
ERC/E-ZPass 700 Port Centre Pkwy, Suite 2B Portsmouth, VA 23704	Chesapeake City Treasurer Office 306 Cedar Road Chesapeake, VA 23322
CBBT/E-ZPass 32386 Lankford HWY Cape Charles, VA 23310A	Chesapeake City Treasurer Office 1205 20 th St. Chesapeake, VA 23324
Coleman E-ZPass CSC 1811 George Washington Memorial Pkwy Gloucester Point, VA 23062	Chesapeake City Treasurer Office 824 Old George Washington HWY Chesapeake, VA 23323
E-ZPass CSC Victory Crossing Shopping Center 4010 Victory Blvd Portsmouth, VA 23701	Chesapeake City Treasurer Office 2808 Taylor Road Chesapeake, VA 23321
	Creekmore Hardware 1303 Bainbridge Blvd Chesapeake, VA 23324
	Portsmouth City Treasurer's Office; 801 Crawford Street, First Floor-City Hall
	Portsmouth City Treasurer's Branch Office; Portsmouth City Library (Churchland), 4934 High Street-West
	11 Pit Stop Convenience Stores in the HRD region

Get your E-ZPass transponder

You can get your E-ZPass a number of ways using a variety of payment methods. Just use the chart below to find your preferred payment type and location:

PAYMENT METHOD	PAYMENT LOCATIONS
 CASH	
 PRE-PAID CARD	
 CHECK	
 CREDIT CARD	
KEY	
ONLINE	RETAILERS
TELEPHONE	SERVICE CENTERS
MAIL	

See back cover for contact information and locations.

Online and to find retail locations

www.EZPassVA.com

Telephone

877-762-7824

Monday-Friday 7 a.m. - 7 p.m.

Service Center Locations

Gloucester Point near Coleman Bridge
1811 George Washington Memorial Highway
Gloucester Point, VA 23062

Monday 8 a.m. - 6 p.m.

Tuesday - Wednesday 9 a.m. - 6 p.m.

Thursday - Friday 8 a.m. - 5 p.m.

Northern Virginia

610 Herndon Parkway, Suite 900
Herndon, VA 20170

Monday-Friday 8 a.m. - 7 p.m.

Richmond

175 Wadsworth Drive
North Chesterfield, VA 23236

Monday-Friday 8 a.m. - 6 p.m.

Virginia Department of Motor Vehicles - Chesapeake

813 Greenbiter Parkway
Chesapeake, VA 23320

Monday - Friday 8 a.m. - 5 p.m.

Saturday 8 a.m. - 12 p.m.

Elizabeth River Tunnels through Spring 2014

700 Port Centre Pkwy Suite #2B
Portsmouth, VA 23704

Norfolk

1701 Church Street
Norfolk, VA 23504

Portsmouth

4010 Victory Blvd
Portsmouth, VA 23701

Mail

E-ZPass Customer Service Center
P.O. Box 1234
Clifton Forge, VA 24422-1234

Application forms available for download at www.EZPassVA.com



E-ZPass
payment options
More choices
than ever

