



VDOT TOLL RELIEF PROGRAM

Program Parameters and Outreach

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Agenda

- **2017-2021 Parameters**
- **2022 Adjusted Parameters**
- **2023 Adjusted Parameters**
- **Awareness Plan**
- **Questions**

Toll Relief Program - 2017- 2021 Parameters

Participants must:

- Reside in **Norfolk** or **Portsmouth**
- Earn **\$30,000** or less per year
- Apply in-person at an E-ZPass Virginia Customer Service Center
- Have or open a Virginia E-ZPass account (maintain a positive balance)
- Record **eight (8)** or more trips through the Downtown or Midtown tunnels during a calendar month using designated E-ZPass Virginia transponder

Rebate (**\$0.75 / \$1.00 per transaction**) applied monthly around the 10th of the following month

Toll Relief Program – 2022 Adjusted Parameters

- Annual Income Threshold: \$30K or less (no change)
- Residency: Portsmouth or Norfolk (no change)
- Enrollment Period: December 1 – February 15 (no change)
- **Number of Transactions: 10 or less per week maximum** (previous – minimum of eight per month)
- **Rebate: 50% off two-axle tolls, \$0.97 or \$1.25** (previous - \$0.75)
 - **Rebate: Applied the following day** (previous – rebate applied around the 10th of following month)

Projected Annual Rebate = \$471K*

*** Based on last seven months of activity in 2022**

Toll Relief Program – 2023 Adjusted Parameters

- Annual Income: **\$50K** or less
- Expanded Residency: To include the entire **Hampton Roads Transportation Planning Organization** region
- Rebate: **50%** off two-axle vehicle tolls on the Downtown and Midtown tunnels (with an E-ZPass Virginia account)
 - Maximum 10 transactions per week
 - Rebate applied to the E-ZPass Virginia account the following day
- Continuous Enrollment

Toll Relief Program - Anticipated Schedule

Key Milestones

- Public awareness campaign started on October 24, 2022
- Continuous enrollment began on November 1, 2022
 - Rebates begin as soon as enrollee links Toll Relief Program code to a valid E-ZPass Virginia transponder
- Re-evaluate program results summer 2023
- Potential parameter adjustment October 2023

Toll Relief Program – Public Awareness

- October 20 - 31: Build immediate general awareness of Toll Relief Program through multi-media campaign (earned and paid across multiple channels)
- November 1-26: Enrollment launch with continued heavy media
- November 27: December 31: Lighter schedule to avoid holiday clutter
- January 2023: Heavy schedule for the activation of the Toll Relief Program and reinforce messaging and drive call to action.
- February - June 2023: Maintenance schedule to remind of the opportunity based on the rolling registration.

Toll Relief Program – Summary View

| Year | Avg. # Participants | Residency | Income Cap | Transaction Subsidy | Transaction Parameter | Typical Usage/month | Avg. Benefit | ERC Contribution | Disbursed Funds |
|-----------------------|---------------------|------------------------|------------|--------------------------------------|-----------------------|---------------------|--------------|------------------|-----------------|
| 2017-2021 | 2150 | Norfolk Portsmouth | \$30,000 | \$0.75 (2018 - \$1.00) | All if 8 min is met | 25 txns | \$21 | \$3M | \$1.9M |
| 2022 | 2592 | Norfolk Portsmouth | \$30,000 | 50% 2-axle toll (\$0.97 / \$1.25) | Max 10 / week | 18 txns | \$20 | \$3.2M | \$500K |
| 2023 (Recommended) | ---- | TPO (17 localities) | \$50,000 | 50% 2-axle toll | Max 10 / week | ---- | ---- | \$3.3M | \$2.2M |
| SB522 (Lucas) | --- | Norfolk Portsmouth | \$45,000 | ---- | ---- | ---- | ---- | ---- | ---- |

QUESTIONS



Toll Relief Program - Initial Concept

Comprehensive Agreement between Elizabeth River Crossings (ERC) and VDOT, Amendment #5 (2015) – Beginning 2017, provides for annual contributions of \$500,000 over a 10-year period made by ERC to be distributed to users of the Downtown and Midtown tunnels who are considered economically disadvantaged

Toll Relief Program - Development

Toll Relief Steering Committee

- Established to provide input and guidance on program development
- Comprised of VDOT, NAACP, military, education, social services, local government and consultant representatives
- Met monthly
- Named the program, Toll Relief
- Recommended VDOT administer the program
 - Use E-ZPass Virginia infrastructure (Walk-In Customer Service Centers and existing interfaces)
 - Absorb public awareness and enrollment costs

Toll Relief Program - Enrollment Period and Key Dates

- Enrollment Period
 - December 1 – February 15
- Toll Relief Benefits Begin
 - March 1
- First Toll Relief Rebate Distributed
 - April 10

Toll Relief Program - General Statistics

- Average Enrollees: 2,150
- Average Monthly Benefit: \$21
- Enrollee Residency: Portsmouth 67% and Norfolk 33%
- Typical Usage: 25 transactions/month (three round trips/week)

Note: Numbers are derived from sample data points. Not all enrollees received monthly benefits due to minimum 8 transaction parameter (45%).

Toll Relief Program – Revisions

Comprehensive Agreement between ERC and VDOT, Amendment #9 (2021) – Beginning 2022, provides for annual contributions of \$3.2M (increase by 3.5% year over year) through 2036 made by ERC to be distributed to users of the Downtown and Midtown tunnels who are considered economically disadvantaged. Allows for recovery of public awareness and operations costs (range of 10%)

Note: Program can potentially be extended to 2041

Toll Relief Program - Modeling for Greater Distribution

Rebate Distribution Modeling by Jurisdiction

| Input Parameters | | | | Annual Toll Rebate Totals | | | | | | | | | | | | | | | | |
|---|-------------------------|-------------------|------------------------|---------------------------|------------|------------|-----------|-----------|----------|------------|----------|---------------|------------|--------------|----------|-------------|--------------|-------|---------|-------------|
| Income Eligibility | Trip Frequency Approach | Discount Approach | Geographic Eligibility | Norfolk | Portsmouth | Chesapeake | Suffolk | Va Beach | Franklin | Gloucester | Hampton | Isle of Wight | James City | Newport News | Poquoson | Southampton | Williamsburg | Surry | York | Total |
| \$30,000 | max of 10 /wk | 50% disc/trip | 2 localities | \$316,000 | \$497,000 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$813,000 |
| \$35,000 | max of 10 /wk | 50% disc/trip | 2 localities | \$439,000 | \$719,000 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$1,158,000 |
| \$35,000 | max of 10 /wk | 50% disc/trip | 16 localities | \$439,000 | \$719,000 | \$158,000 | \$166,000 | \$192,000 | \$0 | \$3,000 | \$48,000 | \$31,000 | \$5,000 | \$50,000 | \$1,000 | \$5,000 | \$0 | \$0 | \$3,000 | \$1,820,000 |
| \$50,000 | max of 10 /wk | 50% disc/trip | 5 localities | \$520,000 | \$872,000 | \$209,000 | \$214,000 | \$254,000 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$2,069,000 |
| \$50,000 | max of 10 /wk | 50% disc/trip | 16 localities | \$520,000 | \$872,000 | \$209,000 | \$214,000 | \$254,000 | \$0 | \$5,000 | \$57,000 | \$36,000 | \$7,000 | \$62,000 | \$1,000 | \$7,000 | \$0 | \$0 | \$4,000 | \$2,248,000 |
| \$50,000 | max of 12 /wk | 50% disc/trip | 16 localities | \$525,000 | \$888,000 | \$211,000 | \$215,000 | \$256,000 | \$0 | \$5,000 | \$58,000 | \$36,000 | \$7,000 | \$63,000 | \$1,000 | \$7,000 | \$0 | \$0 | \$4,000 | \$2,276,000 |
| All cells with \$0 indicate that the annual discount associated with that particular town amounted to less than \$1000. | | | | | | | | | | | | | | | | | | | | |

Note: Town of Smithfield included in Isle of Wight County