

# **PENNSYLVANIA TURNPIKE COMMISSION**

## **Emergency Travel Program**

### **Essential Service Provider Vehicles Program Information and User Guide**



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## Program Overview

The Emergency Travel Program (Program) was created by the Pennsylvania Turnpike Commission (Commission) to expedite vehicle movements across the Pennsylvania Turnpike for a declared emergency or disaster response event. It was designed for Emergency Response Vehicles (ERV) and Essential Service Provider Vehicles (ESPV) as defined below. ***Emergency Response (ER) and Essential Service Provider (ESP) entities must meet the definitions indicated to qualify for the Emergency Travel Program toll rates.***

### Definitions

**Emergency Response Vehicles (ERV)** - Vehicles owned or operated by Police, Fire or Emergency Medical Service (EMS) Providers.

**Emergency Travel Program Account (Account)** – Account created by entities who seek to travel on the Pennsylvania Turnpike to respond to declared emergencies or provide disaster response. The account captures all information for an entity including, contact, address, vehicle, payment (if required) and all toll transactions.

**Emergency Travel Program (Program)** – Program created by the Commission to expedite entities responding to declared emergencies or provide disaster response.

**Essential Service Provider Vehicles (ESPV)** – Vehicles owned or operated by telecommunications service, electrical power, natural gas, water, sewer or any other essential services provided by a municipal, nonprofit, private or profit entity.

**Mission Number** – A number assigned to a specific declared emergency or disaster related event. It is valid for a maximum of ten (10) days.

**Pennsylvania Turnpike Commission (Commission)** – A Commonwealth of Pennsylvania government agency that operates the Pennsylvania Turnpike, a toll road.

**Special Travel Code** – A number provided to ER entities that provides no cost travel

**Traffic and Operations Center (TOC)**– A department of the Pennsylvania Turnpike Commission responsible for providing emergency travel information to ER and ESP entities.

### Travel and Safety Information

Under the Program, all vehicles should enter and exit our roadway using designated E-ZPass Only lanes.

All vehicles traveling on our roadway should obey all state and local traffic rules and regulations. The speed limit through E-ZPass lanes is 5 miles per hour, unless otherwise posted. The 5 miles per hour limit is for the safety of all E-ZPass customers and Pennsylvania Turnpike employees.

### Questions

For questions regarding the Commission's Emergency Travel Program, contact the ETC Customer Service Operations Department at 1.717.831.7477 or send an email to [etccsovio@paturndpike.com](mailto:etccsovio@paturndpike.com).

## **IMPORTANT PROGRAM INFORMATION**

Travel under the Commission's Program is subject to the following:

- The Program toll rates only apply during the travel dates associated with the Mission Number.
- Travel that occurs prior to or after the valid travel dates associated with a Mission Number will not be eligible for the Program toll rates.
- Entities who wish to extend the travel dates associated with the Mission must request an extension PRIOR to the last valid travel date associated with the Mission Number.
- Requests to extend the travel dates associated with the Mission Number should be made to the PTC ETC Customer Service Operations Department by calling 1.717.831.7477 or by sending an email to [etccsovio@paturndpike.com](mailto:etccsovio@paturndpike.com).
- Entities should not assume that a request to extend the Mission travel dates will be granted by the Commission.
- Entities that enter vehicle information incorrectly and/or fail to update vehicle information may incur additional toll charges and/or fees. Resolution of the additional tolls or fees owed to the Commission will be based on current business rules.
- All decisions made by the Commission regarding the Program are final and not subject to appeal.
- The Program applies only to travel on the Pennsylvania Turnpike. Current E-ZPass account holders who travel out of state will be charged the normal toll fare. Adjustments will not be made on out of state travel. Non-E-ZPass customers who travel outside of Pennsylvania must pay cash or coordinate with the agency for specific program information.

### **Travel for ESP Entities**

Entities who do not have a valid E-ZPass account and wish to travel on the Pennsylvania Turnpike to respond to a declared emergency or disaster event are required to open an Emergency Travel Account (Account) PRIOR to their travel on our roadway. The procedures for opening an Account for these entities are outlined in the next section of the document.

## Travel Account – ESP Entities

The information outlined in this portion of the document applies to ESP entities who DO NOT have a valid E-ZPass account and/or whose vehicles are NOT equipped with an E-ZPass transponder(s). The entity should follow the steps listed below PRIOR to traveling on the Pennsylvania Turnpike:

1. Call the Commission’s TOC at 1.866.332.5889.
2. Advise the TOC that your entity plans to travel for a declared emergency or disaster response event and request a Mission Number.
3. Record the Mission Number and valid travel dates associated with the mission.
4. Collect the following information to create an Account with the Commission:
  - Name of Entity
  - Contact Name, Address, Phone Number and Email
  - License Plate and State for each vehicle that will travel on our roadway (Vehicle information should be verified to ensure it is complete and accurate to receive the Program toll rates.)
  - Debit/Credit Card Information – A minimum payment of \$500 is required, and the PTC reserves the right to make additional payments using the card provided based on travel pattern and frequency.
5. Go to [www.paturndpike.com](http://www.paturndpike.com) and click on the ‘Emergency Travel’ icon.
6. Follow the instructions and enter the information requested.
7. When the Account is successfully opened, the ESP entity will be provided with specific account information.
8. The Commission recommends the ESP entity retain their account information and closely manage all account information to ensure its information remains accurate and vehicle information is kept up-to-date.
9. Once the Travel account has been successfully opened, the ESP entity can begin travel on the Pennsylvania Turnpike.
10. Qualifying ESP entity travel will be charged a flat toll rate of \$15 or less when a vehicle travels through a toll zone or exits our roadway.
11. ESP entity vehicles should enter and exit via designated E-ZPass Only lanes.
12. Should an ESP vehicle exit via a cash lane (staffed with a toll collector) in error, they may be required to pay the appropriate toll for their travel. The vehicle operator should request a receipt from the collector.
13. ESP entities who fail to follow the Program procedures may be charged a maximum toll based on Commission business rules.
14. Activity recorded on the Account is available for viewing via our website. Assistance in accessing your Account information is available by contacting the PTC’s E-ZPass Customer Service Center’s Commercial Department at 1.877.736.6727. Select option 1 for E-ZPass and then 2 for Commercial Accounts.
15. The Commission will close the Account within 60 days after the end date associated with the Mission Number. Any monies remaining on the Account will be refunded to the original card number provided.
16. The link to access your account information is <https://www.ezpass.csc.paturndpike.com/ETP>

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#### ESP Entities with PTC Travel Account – Toll Information and Adjustments

1. ESP Entities will be charged a toll charge of \$15 or less when a vehicle travels through a toll zone or exits our roadway.
2. If the toll charged for travel is greater than \$15 for ESP entities, the Commission will adjust the tolls appropriately upon receipt of the required documentation.
3. The ESP entity will be required to complete/submit a Customer Claim Form (Form 33-11B). The form is available at <https://www.paturndpike.com/TollDispute/toll-dispute.aspx>.
4. The Mission Number must be listed on the Customer Claim form. Requests for toll adjustments submitted without the Mission Number will be rejected.
5. Other Information Regarding Toll Charges and Adjustments:
  - If an ESP entity receives a Violation Notice or TOLL BY PLATE invoice, the entity will need to follow the procedures outlined to dispute the toll charge.
  - Toll charges and adjustments associated with Violation Notices or TOLL BY PLATE invoices will be based on the Commission's current business rules.
6. The link to access your account information is <https://www.ezpass.csc.paturndpike.com/ETP>

## Commission Contact Information

Traffic and Operations (TOC).....1.866.332.5889

*The TOC is staffed 24 hours a day/7 days a week.*

ETC Customer Service Operations .....1.717.831.7477 or  
[etccsovio@paturnpike.com](mailto:etccsovio@paturnpike.com)

*Office Hours are Monday through Friday from 8 am to 5 pm.*

PTC E-ZPass Customer Service Center ..... 1.877.736.6727

*Select 1 for E-ZPass and then 2 for Commercial Accounts*

*Customer Service Center hours are Monday through Friday from 8 am to 7 pm.*