

# **PENNSYLVANIA TURNPIKE COMMISSION**

## **Emergency Travel Program**

### **E-ZPass Customer Program Information and User Guide**



## Table of Content

|  |   |
|--|---|
| <b>Program Overview</b> .....                              | 3 |
| <b>Definitions</b> .....                                   | 3 |
| <b>Travel and Safety Information</b> .....                 | 3 |
| <b>Questions</b> .....                                     | 3 |
| <b>IMPORTANT PROGRAM INFORMATION</b> .....                 | 4 |
| <b>Travel for Current E-ZPass Customers</b> .....          | 4 |
| E-ZPass Customers – Toll Information and Adjustments ..... | 5 |
| <b>Commission Contact Information</b> .....                | 6 |

## 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) entities.

**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 Current E-ZPass Customers

The information outlined in this portion of the document applies to ER and ESP entities who currently have a valid E-ZPass account and vehicles equipped with 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. **ER Entities Only:** Request the Special Travel Code and record it with the Mission Number and travel date information.

The entity can begin travel on the Pennsylvania Turnpike and should enter and exit via designated E-ZPass Only lanes. Should an entity 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.

## E-ZPass Customers – Toll Information and Adjustments

1. E-ZPass customers will be charged the actual toll for travel based on the entry and exit where the E-ZPass transponder was read.
2. If the toll charged for travel is greater than \$15 for ESP entities or \$0 for ER entities, the Commission will adjust the tolls upon receipt of the required documentation.
3. The ESP or ER entity will be required to complete/submit a Customer Claim Form (Form 33-11B). The form is available at <https://www.paturnpike.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. ER entities must include the Special Travel Code when requesting toll adjustments.
6. Other Information Regarding Toll Charges and Adjustments:
  - If the E-ZPass transponder is not read in the lane but the license plate of the vehicle is listed on your E-ZPass account, the toll posted to your E-ZPass account will be based on current Commission business rules.
  - If the E-ZPass transponder is not read in the lane and the license plate of the vehicle is NOT listed on your E-ZPass account, the Commission will issue a Violation Notice or TOLL BY PLATE invoice for your travel.
  - If an E-ZPass customer 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 for E-ZPass customers.

## 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.*