



## Frequently Asked Questions About All-Electronic Tolls at Bob Sikes Bridge to Pensacola Beach

### 1. How much does the toll cost?

The cost of the toll is currently \$1. There is a \$2.50 administrative fee per billing cycle when using TOLL-BY-PLATE. For example: if you utilize the TOLL-BY-PLATE system, and you accumulate 10 passages through the Bob Sikes Toll Plaza during your billing cycle, your invoice will be \$12.50 (\$10 for the 10 passages + \$2.50 admin fee).

### 2. What is changing?

The method in which the \$1 toll is collected is changing. Cash and change will no longer be collected in person. Nothing is changing for those with electronic toll collection devices (i.e. [SunPass®](#), [E-Pass](#), [Annual Pass](#), [NC Quick Pass](#), [Peach Pass](#)), or TOLL- BY-PLATE from SunPass. You can also get to Pensacola Beach via the bus, [ECAT](#) routes 61 & 64, [take the ferry](#), bike or walk.

### 3. When will an all-electronic payment system start?

The new all-electronic tolling system on Bob Sikes Bridge to Pensacola Beach went live on March 20, 2020, which was earlier than anticipated to adhere to COVID-19 social distancing for toll booth workers.

### 4. Why will cash no longer be accepted?

This change is to ease traffic congestion to Pensacola Beach. Escambia County wants the public to have easy access to the beach without having to wait in traffic. This past summer, the County did not accept cash tolls on select certain peak travel days to gather traffic data. Data showed a significant decrease in travel time when cash was not accepted at booths. Additionally, traffic did not backup onto Highway 98, easing congestion through Gulf Breeze.

For example, comparing Saturday, July 28, 2018, versus Saturday, July 27, 2019, data shows that travel time from Gulf Breeze Parkway/Highway 98 and Fairpoint Drive to Via De Luna and Ft. Pickens Road peaked at 43 minutes when cash was being accepted versus 15 minutes during a peak time without cash being accepted.

### 5. Why is a toll necessary?

Revenues from the toll are currently being used to pay for the 2020 bridge rehabilitation project and the bond payment for the widening of Via De Luna Lane through 2031. Revenues will also go toward a replacement bridge needed in approximately 15 years.

**6. Where can I purchase a transponder?**

SunPass PRO and SunPass Mini transponders can be purchased [online](#), by phone at 1-888-TOLL-FLA (1-888-865-5352), in person at the Garcon Point Toll Plaza or from various convenient [retail locations](#) in Florida.

**7. Are there buses that go to Pensacola Beach?**

Yes, the County's Mass Transit System (ECAT) provides bus service to Pensacola Beach via routes 61 and 64. Below are links to the route map and route schedule:

<https://goecat.com/docs/default-source/routes/rt-61-ecat-ride-guide-2016-sched.pdf>

<https://goecat.com/docs/default-source/routes/rt-61-ecat-ride-guide-2016-map.pdf>

<https://goecat.com/docs/default-source/routes/rt-64-ecat-ride-guide-2016-sched.pdf>

<https://goecat.com/docs/default-source/routes/rt-64-ecat-ride-guide-2016-map.pdf>

**SunPass Questions**

**8. I received a bill in the mail by SunPass for Toll-By-Plate. What do I do?**

There are SunPass kiosks where you can pay your bill in cash and replenish funds: [Touch-N-Buy.com](#). You can also follow the instructions included with the SunPass statement.

**9. Will my driver's license be suspended if I do not pay the bill in the mail?**

No, your driver's license will not be suspended. Failure to pay a toll enforcement invoice by the due date will result in the assessment of an additional \$2.50 administrative fee and the issuance of a second notice. Failure to pay the second notice by the due date can result in the toll and administrative fee amounts being assigned to a collection agency which will add additional fees to the balance owed. Additionally, a registration hold can be placed on your license plate in accordance with Florida Statute and a uniform traffic citation may be issued to the vehicle's owner. Escambia County does not administer the program, nor receives any of these fees. Read more from SunPass at <https://www.sunpass.com/en/unpaid/collection.shtml>.

To make a full payment of your invoice please follow one of the methods below:

- **Online** – click [here](#) and follow the prompts.
- **By Mail** - Detach the payment slip on the reverse side of your Toll Invoice, return with your check or money order in the envelope provided.
- **With Cash** – You can pay with cash at one of our walk-in centers or at a retail location. Click [here](#) for a list of our walk-in centers and hours of operation or [Touch-N-Buy.com](#) for a list of locations that accept cash for invoice payments.
- **By Phone** – 1-888-TOLL-FLA (1-888-865-5352).  
Partial payment will also be accepted and may be made using any of the methods described above. Please keep in mind that while a partial payment may be accepted, you remain responsible for the full balance of your invoice.

**10. I received a bill in the mail, but it doesn't apply to me. (i.e., It is not my car; I have an electronic transponder, etc.) What should I do?**

We are dedicated to helping you resolve any issues. We have customer service representatives you can reach at (850) 916-5421. There is also a dedicated customer service team at SunPass who can help resolve issues. Some common issues are not updating your SunPass and Pensacola Beach Annual pass accounts with new information such as license plates or vehicles.

**11. What keeps my SunPass active?**

To open an account with SunPass, you must have a minimum balance of \$10. That amount will decrease if, say, you use the Garcon Point Bridge. If it decreases to \$0 or below, your SunPass is no longer active, and neither is your Annual Pass. If your balance is \$0 or below, you will receive a toll violation if you go through the Bob Sikes Bridge Toll Plaza. The best way to assure your SunPass is in good standing is to sign up for automatic replenishment which ties your SunPass account to a credit card. Also, be sure that all your account information, including your current license plate, is up to date.

**12. How much does it cost to use the SunPass system?**

The SunPass Mini Sticker transponder costs \$4.99 plus tax (all out of state customers are required to pay a flat 6% sales tax). Transponders are available online at SunPass.com and at more than 3,100 authorized SunPass retailers throughout the state. Visit <https://www.sunpass.com/en/about/whereToPurchaseSunPass> for a list of retailers. This sticker transponder allows motorists to have tolls electronically deducted from a pre-paid account. SunPass requires a minimum opening balance of \$10 for a personal account. Commercial accounts have a different opening balance. Please contact the SunPass Customer Service Center to inquire about a commercial account and determine the opening balance required.

Your SunPass transponder must be properly mounted to your vehicle's windshield. For more information, visit <https://www.sunpass.com/en/about/sunPassTransponders>

You can manage your account online by activating your transponder at [www.SunPass.com](http://www.SunPass.com).

Check your account, replenish, purchase and activate additional transponders, update account information, and print monthly statements.

For assistance with your account, contact the SunPass Call Center at 1-888-TOLL FLA, Monday – Friday 7 am -7 pm and Saturday 8:30 am -5 pm or visit [www.SunPass.com](http://www.SunPass.com) for more information.

## Pensacola Beach Annual Pass Questions

### **13. Are there any discounts available?**

With an active SunPass Account you can purchase a Pensacola Beach Annual Passes for \$20 per year for public annual passes and \$70 per year for commercial annual passes (all vehicles displaying any commercial markings or advertising, including magnetic or rooftop signs, or vehicles owned by a commercial business). Please remember to update your information if anything changes with SunPass and your Annual Pass.

Pensacola Beach homestead residents are allowed up to two \$5 Pensacola Beach Annual Passes. To be a homestead resident, you must obtain the designation of your primary residence on Pensacola Beach from the Escambia County Property Appraiser's Office. Beach residents must show proof of homestead exemption from the property tax office when purchasing an annual pass.

### **14. How do I get my Pensacola Beach Annual Pass?**

There are two steps to get your Pensacola Beach Annual Pass:

#### **STEP ONE: GET YOUR SUNPASS TRANSPONDER**

→ HOW TO PURCHASE:

Here are three options to purchase your SunPass transponder:

- **Online:** Visit [www.SunPass.com](http://www.SunPass.com)
- **Retail:** Transponders can be purchased at local retailers, including Publix, Walgreens and CVS Pharmacy. For a full list, visit [Where to Purchase SunPass](#)
- **In Person:** Visit the SunPass Customer Service Center at 555 Avalon Blvd, Milton, FL 32583 to buy a SunPass transponder.

→ HOW TO ACTIVATE:

Then, activate your SunPass by going online at [www.SunPass.com](http://www.SunPass.com) or calling 1-888-865-5352.

Please note that a SunPass Mini transponder costs a one-time fee of \$4.99 and SunPass requires a minimum opening balance of \$10 for a personal account. If your SunPass account balance decreases below \$0 your SunPass will become inactive and so will your Annual Pass for the Bob Sikes Bridge. Your SunPass transponder and Beach Pass will return to active status once the SunPass account is replenished with funds.

#### **STEP TWO: GET YOUR PENSACOLA BEACH ANNUAL PASS**

Drivers with SunPass transponder and a Pensacola Beach Annual Pass can get onto Pensacola Beach smoothly and efficiently, with unlimited passage through the Bob Sikes Bridge Toll Plaza for one annual year. You must have an active SunPass transponder in order to purchase a Pensacola Beach Annual Pass. The SunPass transponder needs to be activated 4 hours prior to getting an annual pass.

**Here are two options to register your Pensacola Beach Annual Pass:**

- **By Phone:** Call (850)916-5421 to speak with a representative. Our friendly staff will walk you through the process. Please note there is a \$2 fee for all credit card transactions.
- **Online:** Visit our Pensacola Beach Annual Pass page at [www.myescambia.com/pensacolabeachpass](http://www.myescambia.com/pensacolabeachpass) to open or renew your annual pass. Please wait 4 hours after activating your SunPass transponder before going online to purchase an annual pass or registering by phone.

You must have an active SunPass Transponder for each vehicle to purchase a Pensacola Beach Annual Pass.

Please note, *if you are a Pensacola Beach Homestead Resident* you may purchase up to two Annual Passes for \$5 each by calling us at (850)916-5421. Beach residents must provide proof of homestead exemption from the property tax office when purchasing an annual pass. The homestead annual beach pass CANNOT be purchased online. To be a homestead resident, you must live 50%+ of your time during a year at primary residence on Pensacola Beach. Please note, these passes are available for two-axle non-commercial vehicles only.

**15. What if I already have a SunPass account? Do I have to register for a Pensacola Beach Annual Pass?**

If you want unlimited passage through the Bob Sikes Bridge Toll Plaza for one annual fee, yes, you will need to register for an annual pass.

If you already have an active SunPass account and you do NOT register for a Pensacola Beach Annual Pass, it will cost you a \$1 toll each time you pass through the toll plaza.

**16. What if I have a SunPass Portable Transponder? How does the Annual Pass work for me?**

Your SunPass portable transponder can only be linked to ONE vehicle's license plate. So, if you have an Annual Pass on Vehicle A, and you ride through the toll plaza with your portable transponder in Vehicle B, you may be charged a \$1 toll on your SunPass account instead of being identified as an active Annual Pass holder. We recommend that you get a SunPass Mini transponder for each vehicle to keep this from happening.

**17. Does my Pensacola Beach Annual Pass work on any other Florida toll roads or bridges?**

No. Your Pensacola Beach Annual Pass only works to cross the Bob Sikes Toll Bridge to enter Pensacola Beach.

However, your pre-paid SunPass account will work on toll roads and bridges throughout Florida; this includes the local Garcon Point and Mid-Bay bridges as well as the Spence Parkway, which is the all-electronic toll road that leads to the Mid-Bay Bridge. Your SunPass is also accepted on Georgia and North Carolina toll roads with other states to follow in the future.

**18. I don't have a SunPass transponder, but I have another kind of tag (i.e., Peach Pass). Can I attach that tag to the Pensacola Beach Annual Pass?**

No. We can only attach a Pensacola Beach Annual Pass to a valid SunPass account.

**19. If my household has more than one car, do I need more than one SunPass/Pensacola Beach Pass?**

You can have one SunPass account with multiple SunPass transponders attached to it. If you wish to have a Pensacola Beach Annual Pass, it can only be linked to one transponder ID. So, if you have a SunPass account and multiple cars, you will need one SunPass transponder and one Pensacola Beach Annual Pass for each car.

**20. My SunPass account is not in good standing, but I paid for my annual pass. Will my Pensacola Beach Annual Pass still work?**

No. Your Pensacola Beach Annual Pass only works with an active SunPass account. To be active, it must have a balance on the account; it cannot have a zero or negative balance.

**21. Who can I contact for questions regarding electronic tolls and toll pass sales?**

Customer service agents are available to answer questions at (850)916-5421 Monday – Friday, 8:30 a.m. to 4:30 p.m. Outside those hours, please leave a message and an agent can return your call within 24 hours. The sales office will be closed on all Federal Holidays including Veteran's Day, Thanksgiving, Christmas and New Year's Eve, and New Year's Day.

**22. Where can I find additional information?**

Additional Information can be found at:

SunPass: [SunPass : Frequently Asked Questions](#)

E-Pass: [Frequently Asked Questions | Central Florida Expressway Authority \(cfxway.com\)](#)

Escambia County: [Get Your Pass to the Pensacola Beach Ball \(myescambia.com\)](#)