

PENSACOLA BEACH ANNUAL PASS FREQUENTLY ASKED QUESTIONS

1. What's the new system you've launched?

Pensacola Beach visitors and residents can take advantage of the Florida Turnpike Enterprise's SunPass® prepaid electronic tolling system on the Bob Sikes Bridge starting in May. The new system will officially launch on Pensacola Beach May 31; however, users with a SunPass transponder can begin using the SunPass lanes on May 26.

SunPass will provide a smoother, more convenient tolling experience for drivers and will eliminate the need to find a dollar as you go to the beach. For drivers who choose not to use SunPass, cash will continue to be accepted. Both SunPass and cash tolls on the Bob Sikes Bridge will remain \$1 per vehicle.

The Pensacola Beach Annual Pass will now be integrated with the SunPass transponder and with one additional step, residents and frequent beach goers will have a true 365-day pass for the Bob Sikes Bridge, good for one full year from the date of purchase with unlimited passage.

2. Why did you change your tolling system to participate with SunPass?

Escambia County is excited to be up to speed with the toll roads and toll bridges within the state of Florida. This added efficiency comes with improved customer service and modern innovation. The SunPass pre-paid toll account and Pensacola Beach Annual Pass account will both work from a single SunPass transponder.

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 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.

Now we're entering the 21st century of tolling with our new upgraded system. Also, and more importantly, we want you to get to the beach quicker instead of waiting at the toll booth!

We appreciate your patience as we make this change and please contact us with any questions or concerns you may have.

3. What options will be available to pay my toll at the Bob Sikes Bridge and which lane do I use?

When the new toll system is operational, the following toll payment options will be available:

- Unlimited passage with an active SunPass transponder and a pre-paid Pensacola Beach Annual Pass
- \$1 electronic payment per trip with an active, pre-paid SunPass transponder and an account in good standing
- \$1 payment with cash

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Beginning May 31, the far left tolling lane on the Bob Sikes Bridge will be a designated SunPass / Pensacola Beach Annual Pass Only lane. There will be no need to stop; those with the Annual Pass can fly on by to the beach. Please note, no cash will be accepted in this lane, and drivers who go through without SunPass will be billed for the \$1 toll plus a \$2.50 administrative charge.

The remaining lanes on the Bob Sikes Bridge Toll Plaza will continue to be open for all drivers, including SunPass users, Pensacola Beach Annual Pass holders and customers paying cash.

4. 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

PURCHASE

Here are three options to purchase your SunPass transponder:

- **Online:** Visit www.SunPass.com
- **Retail:** Transponders can be purchased at local retailers, including Publix, Walgreens and CVS Pharmacy. For a full list, visit www.sunpass.com/sunPassRetailers
- **In person:** Visit us at Santa Rosa Island Authority office at 1 Via De Luna Drive on Pensacola Beach to buy a mini transponder

ACTIVATE

Then, activate your SunPass by going online at www.SunPass.com or calling 1-888-865-5352.

Please note that a SunPass Mini transponder costs a one-time fee of about \$5 and SunPass requires a minimum opening balance of \$10 for a personal account. If your account balance decreases to \$0 or below, your SunPass is no longer active and neither is your Annual Pass if you have one.

STEP TWO: GET YOUR PENSACOLA BEACH ANNUAL PASS

Drivers with SunPass 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 fee. **You must have an active SunPass in order to purchase a Pensacola Beach Annual Pass.**

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

- **In person:** Visit us at the Santa Rosa Island Authority office (1 Via De Luna Drive on Pensacola Beach). Our friendly staff will walk you through the process. Please note there is a \$2 fee for those paying with credit card in person. Escambia County will also offer extended hours at the Santa Rosa Island Authority office during the month of May 2016 in preparation for the SunPass launch, providing additional help to residents.

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- **Online:** Visit our Pensacola Beach Annual Pass page at www.myescambia.com/pensacolabeachpass to open or renew your annual pass. *Please wait 2-4 hours after activating your SunPass before going online to purchase an annual pass or registering in person.*

One Pensacola Beach Annual Pass is linked to one SunPass transponder which is linked to one vehicle's license plate.

Please note, ***if you are a Pensacola Beach Homestead Resident*** and are interested in the \$5 Annual Pass, you must visit us at the Santa Rosa Island Authority Office (located at 1 Via De Luna Drive on Pensacola Beach) and we will help you get registered. Beach residents must bring proof of homestead exemption from the property tax office when purchasing an annual pass. *The homestead annual beach pass cannot be purchased online.*

For Pensacola Beach visitors and drivers who choose not to use the SunPass system or Annual Pass program, cash will continue to be accepted. Both SunPass and cash tolls will be \$1.00.

5. How much is a Pensacola Beach Annual Pass to cross the Bob Sikes Bridge?

Pensacola Beach Annual Passes are \$50 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).

Homestead residents are allowed up to two \$5 Pensacola Beach Annual Passes. The homestead annual beach pass cannot be purchased online, but only in person at the SRIA office. Beach residents must bring proof of homestead exemption from the property tax office when purchasing an annual pass.

Also, as you must have an active SunPass account for your Annual Pass to work, please note that SunPass requires a minimum opening balance of \$10 for a personal account.

6. Are you increasing the cost of the annual pass?

No. However, as you must have an active SunPass account for your Annual Pass to work, please note that a SunPass Mini transponder costs a one-time fee of about \$5 and SunPass requires a minimum opening balance of \$10 for a personal account.

7. 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 be 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

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automatic replenishment which ties your SunPass account to a credit card. Also, be sure that all of your account information, including your current license plate, is up to date.

8. 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.

9. 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.

10. Will I get a discount through SunPass similar to the Garcon Point Bridge?

No. The toll discount that Escambia County is offering is the Pensacola Beach Annual Pass which allows unlimited passage for a small fee.

11. I currently have a 2015 Pensacola Beach Annual Pass and I've heard I don't have to renew it until the new system launches. When do I need to renew for a 2016 Annual Pass?

Yes, you're right! The Escambia County Board of County Commissioners recently granted that if you're a CURRENT 2015 Pensacola Beach Annual Pass holder (ie. if you have that yellow sticker already), you don't have to renew until our brand new toll system is online on May 26.

HOWEVER! *Once the toll system is live, you will need to have a SunPass account and register for an Annual Pass.* Otherwise, you'll need to pay a \$1 cash toll every time you cross.

PLEASE NOTE: IF YOU HAVE AN ANNUAL PASS FROM 2015, KEEP YOUR STICKER ON YOUR WINDSHIELD UNTIL MAY 26 OR YOU WILL BE CHARGED AS A TOLL VIOLATOR.

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12. I currently have an interim 2016 Pensacola Beach Annual Pass with the little yellow sticker. When do I need to renew for the official 2016 Annual Pass?

If you have the interim 2016 Annual Pass with the little yellow sticker, you don't have to renew until our brand new toll system is online on May 26.

HOWEVER! Once the toll system is live, you will need to have a SunPass account and register for an Annual Pass. Otherwise, you'll need to pay a \$1 cash toll every time you cross.

PLEASE NOTE: IF YOU HAVE AN INTERIM 2016 ANNUAL PASS, KEEP YOUR STICKER ON YOUR WINDSHIELD UNTIL MAY 26 OR YOU WILL BE CHARGED AS A TOLL VIOLATOR.

13. What do I do with my old black box transponder?

As of May 26, your black box transponder which served as your Pensacola Beach Annual Pass is no longer in service. We are using the technology of SunPass to replace the old system. You will need to purchase and activate a SunPass transponder and register for a new Annual Pass.

The staff at the SRIA office would be happy to remove the black box transponder for you to recycle the plastic and the batteries.

14. I'm a Pensacola Beach Homestead Resident. How much is the Pensacola Beach Annual Pass for me?

As a homestead resident of the island, ***you are allowed up to TWO \$5 Pensacola Beach Annual Passes.*** To register for these passes, you must visit us at the Santa Rosa Island Authority Office (located at 1 Via De Luna Drive on Pensacola Beach), bring a proof of homestead exemption from the property tax office, and we will help you through the process. You cannot purchase a Homestead Annual Pass online.

To be a homestead resident, you must live 50%+ of your time during a year at primary residence on Pensacola Beach. There are approximately 900 homestead residents to date.

Please note, these passes are available for two-axle non-commercial vehicles only.

15. I just moved here. Can I get a full 365-day pass?

Yes. The new Pensacola Beach Annual Pass, through SunPass, provides a true 365-day pass for the Bob Sikes Toll Bridge. Your Pensacola Beach Annual Pass is good for one full year from the date of purchase.

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16. I'm just visiting Pensacola Beach. How do I pay my toll at the Bob Sikes Bridge?

- A. The toll is \$1 in cash at the cash toll lanes.
- B. If you have an active SunPass account, it will cost you \$1 on your pre-paid account.

17. Does my Pensacola Beach Annual Pass work on any other Florida toll roads or toll 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 but I have another kind of toll tag (ie. EZPass, 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. I don't have a SunPass but I have another kind of toll tag (ie. E-ZPass, Peach Pass). Can I go through the SunPass/electronic toll lane and be charged \$1 toll electronically?

If you have a toll tag that participates with SunPass, then, yes! Those tags are: Orlando's EPass, Lee County's LeeWay, North Carolina's NC Quick Pass, and Georgia's Peach Pass.

If you have another brand of toll tag, such as E-Z Pass or TxTag, then, unfortunately, no. You may use the cash lanes for your trip into Pensacola Beach.

20. If my household has more than one car, do I need more than one SunPass/ Pensacola Beach Annual 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.

21. 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

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<https://www.sunpass.com/sunPassRetailers> 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/specialWindshields>.

You can manage your account online by activating your transponder at 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 for more information.

22. Where can I find out more information about using SunPass?

Visit www.sunpass.com/howSunPassWorks.

23. 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.

24. What are the hours of operation for the Santa Rosa Island Authority Office?

The Santa Rosa Island Authority Office (located at 1 Via De Luna Drive on Pensacola Beach) is open 8:30 a.m. to 5:00 p.m. Monday-Friday. The toll pass sales desk closes daily for a 30 minute lunch break at approximately 12:30. 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. The phone number is 850-932-2257.

Escambia County will also offer extended hours at the Santa Rosa Island Authority office during the month of May in preparation for the SunPass® launch, providing additional help to residents. Temporary hours will be:

- Monday-Friday, 8:30 a.m. to 6 p.m.
- Saturday, 9 a.m. to noon

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25. What happens at the end of 2016 when it's time to renew for next year?

One of the exciting new functions through the SunPass account is that you can sign up for a reminder email or text alert, OR you can establish an automatic renewal with a credit card.

However, if you are a Homestead exempted resident, you must bring proof of homestead to the SRIA office to renew for 2017.

26. Does toll revenue go back to Escambia County?

Yes. The Bob Sikes Bridge Toll Plaza is an Escambia County facility. Toll revenue is put right back into Escambia County's funds for maintenance and operations of the bridge.

27. I still have additional questions. Who can I call?

For more information, please contact Project Manager David Forte at (850) 595-3404 or dvforte@myescambia.com.