

# **FREQUENTLY ASKED QUESTIONS**

## **TOLL FACILITY & TRANSPONDERS**

**1). When do renewals start?** November 1, 2011 at 8:30AM. SRIA hours of operation for November and December will be 8:30am to 5:00pm Monday thru Friday. (The sales office will be closed on November 24 & 25, December 23, 27 & Jan 2, 2012.) Check renewals can be dropped off at any open Toll booth all day, any time. **All information on application must be completed.**

**2). When can you purchase new annual passes? SRIA Office is open:** Jan 3, 2012 at 8:30 AM. Hours of Operations for the month of January 2012 will be Monday-Friday 8:30am to 6:00pm. February-December 2012 will be Mon thru Friday 8:30am-5pm. **Where is the Santa Rosa Island Authority Office? 1 Via de Luna Drive, Pensacola Beach, Florida** (across from Hampton Inn).

**3). When does the annual passes year start?** All passes start January 1st of each year and terminate December 31<sup>st</sup> of that same year.

**4). What are the categories of the annual pass and their cost?** Public- \$50.00 Commercial-\$70.00. The cost is never pro-rated. Passes are for un-limited use. Buyers should weigh their usage against the cost before purchase.

**5). What classifies a vehicle as a Commercial vehicle?** All vehicles displaying any Commercial markings including magnetic or rooftop advertising. (ie. Real Estate, Construction, Cleaning, Pizza delivery vehicle, ETC....)and/or Owned by a Commercial business and/or is part of a replacement.

**6). What should I do if I have problems with my annual pass?** Proceed to the SRIA office at 1 Via de Luna Drive Pensacola Beach, Florida. A \$2.00 Service Fee will be assessed when an annual pass needs to be reattached for any reason or transferred to another vehicle. Battery replacements are Free!

**7). What happens if I lose my pass?** If the annual pass is lost, the cost for a replacement transponder is Public \$50.00, Commercial \$70.00. If the pass is stolen or destroyed, replacement cost is \$20.00, if accompanied with an insurance documentation and/or a police report showing the loss of the transponder in the paperwork. You need to report the lost transponders number so we can cancel it in our system.

**8). Does the Toll Attendant open the gate if I have a transponder?** No, the transponder talks to a Sirit reader in the roof of each booth, verifies the information and opens the gate. So go through any open toll lane with you annual pass. All booths have Sirit readers.

**9). Motorcycles (when coming through the toll booth with or without an annual pass) need to go single file through gate with each gate cycle. **\*\* GATE CYCLES UP & DOWN\*\*****

**\*\* Be Aware\*\***

**All Hand Held Passes will be cancelled. Any Annual Pass held on with Velcro, Unauthorized tape will have service cancelled. These annual pass devices (transponders) are the property of the SRIA and Escambia County. When you sign the purchase contract you state you are aware of these Rules and Regulations.**

## **HOW TO PURCHASE OR RENEW**

### **1). Method of Payment.**

Cash, Check, Money Order (Made payable to Escambia county BCC)

Credit Cards (Master card & Visa Only) A bank service fee will apply to any renewal or purchase using a credit card. A credit card renewal will not be accepted over the telephone. Other forms of ID will be required at the SRIA office. (For your safety).

### **2). A Completed and Signed Application must accompany all transactions.**

The Annual pass (transponder) number is **REQUIRED.**

### **3). Why is the Annual Pass Number required?**

The annual pass number is how the software allows access to your information.

### **4). If I have 4 vehicles, can't you just access them by my name?**

No, we must have all 4 annual pass numbers with the matching licenses to ensure the proper vehicle is renewed.

### **5). How are the new annual pass vehicle transactions handled?**

The vehicle that the new annual pass is intended **must be in the SRIA parking lot.** A sales employee is required to install the new annual pass device (transponder) to the vehicle windshield, directly under the rear view mirror, where it must stay attached.

### **6). Why must an employee install the pass?**

These are the rules from Escambia County. The passes are non-transferable i.e... One annual pass (transponder) for each car.

### **7). How are Motorcycles handled?**

The motorcycle must be present at the SRIA office and a motorcycle decal will be affixed to the bike where it will be visible to the Toll Collector. (For new & renewals)

### **8). Where can I pick up a renewal application?**

Any toll booth at the Bob Sikes toll Facility will have applications.

Santa Rosa Island Authority at 1 Via de Luna Drive, Pensacola Beach, Florida.

Web site: [www.sria-fla.com](http://www.sria-fla.com) and on the left hand side pick, Toll Pass Info. Download application and information sheet. You cannot pay for renewal on-line.

Businesses throughout the beach will have applications.

The Visitor Information Center.

### **9). Where is the Santa Rosa Island Authority located?**

1 Via de Luna Drive Pensacola Beach, Florida

SRIA is across from Sidelines Restaurant and the Hampton Inn and next to Flounders Restaurant.