

# **FREQUENTLY ASKED QUESTIONS**

## **TOLL FACILITY & TRANSPONDERS**

**1). When do early renewals start?** November 2, 2009, 8:30AM. Hours of operation for November & December will be 8:30am to 5:00pm, Monday thru Friday. (Except Holidays)

**2). When can you purchase new annual passes?** Starting Jan 4, 2010 at 8:30 AM. Hours of Operation for the month of January 2010 will be Mon-Friday 8:30 am to 6:30pm. February-December 2010: Mon thru Friday 8:30am-5pm

**3). When does the annual pass 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 passes and their costs?** Public- \$50.00  
Commercial-\$70.00.

**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.

**6). What should I do if I have problems with my annual pass?** Proceed to the SRIA office. A \$2.00 Service Fee will be assessed when an annual pass is reattached or transferred to another vehicle. Battery replacement is free!

### **\*\* Be Advised \*\***

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

**7). What happens if I lose my pass?** If the annual pass is lost the replacement costs are Public \$50.00, Commercial \$70.00. If the pass is stolen or destroyed in a car wreck, the replacement cost is \$20.00, if accompanied with insurance documentation or a police report.

**8). Why are annual passes never Pro-Rated?** Passes are for un-limited use. Buyers should weigh their usage against the cost before purchase.

## **HOW TO PURCHASE OR RENEW**

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

Cash, Check, Money Order (Made payable to Escambia County BCC)  
Credit Cards (Mastercard, Visa, Discover) A service fee will be applied to any renewal or purchase with a credit card. A credit card renewal will not be accepted over telephone. Other forms of ID will be required at the SRIA office.

### **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, 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 at the SRIA parking lot. A sales employee is required to install the new annual pass device (transponder).

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

### **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 left hand side pick, Toll Pass Info. Download the application and information.

Businesses throughout the beach will have applications.

The Visitor Information Center.

**9). Where is the Santa Rosa Island Authority?** 1 Via de Luna Pensacola Beach, Florida. SRIA is across from Sidelines Restaurant and the Hampton Inn and by Flounders Restaurant.