

What is NC Quick Pass HOV?

NC Quick Pass HOV is a mobile application and website managed by the North Carolina Turnpike Authority. Through the app or website, NC Quick Pass account holders can set High Occupancy Vehicle (HOV) status and travel in the I-77 Express Lanes for free when there are three or more occupants in the vehicle. Users must have an NC Quick Pass account in good standing, a transponder properly installed in the vehicle and must set HOV status at least 15 minutes before traveling in the express lanes.

Which roads can I set HOV status to travel free of charge?

The NC Quick Pass HOV app and website can be used to set HOV status to travel free of charge in I-77 Express Lanes when there are three or more occupants in the vehicle.

How many occupants need to be in the vehicle to be eligible for HOV status?

In order to be eligible to travel in the express lanes free of charge, there must be three or more occupants in vehicle. (i.e. a driver and at least two passengers)

Can anybody use NC Quick Pass HOV?

Yes, anyone can use the NC Quick Pass HOV app and website to set HOV status as long as they meet the requirements listed below.

Requirements to set HOV status to travel in I-77 Express Lanes for free:

- The user must have an NC Quick Pass account in good standing (i.e. no outstanding balance or invoices);
- The vehicle must have an active, properly mounted NC Quick Pass transponder;
- The vehicle must have three or more occupants;
- The transponder and vehicle information must be registered with NC Quick Pass HOV;
- The vehicle must be a Class 1 (2-axle) vehicle, please note: Class 2 (3 axles) and Class 3 (4 or more axles) vehicles are not permitted in the express lanes; and
- The user must set HOV status at least 15 minutes before traveling in the express lanes.

Note:

- The user may schedule HOV status up to seven (7) days in advance.
- The user must cancel HOV status at least 15 minutes before travel if the vehicle no longer meets the occupancy requirement and the user still plans to use express lanes.

Can I set HOV status and travel free of charge on other express lanes?

The NC Quick Pass HOV app and website is currently only valid to set HOV status to travel free of charge in I-77 Express Lanes when there are three or more occupants in the vehicle.

How does NC Quick Pass HOV work?

1. Download the iOS or Android mobile app or visit the website at www.ncquickpassHOV.com.
2. Register for an NC Quick Pass HOV account. Users will need their NC Quick Pass transponder number(s) and license plate number(s) for each vehicle.
3. Once registered, users will see the 'My Transponders' home page, which displays all registered transponders and their HOV status.
4. To set HOV status and begin a trip:
 - a. Click 'Start Now' under the selected transponder, then select the desired HOV duration period. Your HOV status will become active in 15 minutes. The home page will show the selected transponder as "HOV PENDING," and a yellow 15-minute countdown will begin. After the 15-minute countdown has expired, your transponder status will update to show "HOV ON," and the status indicator will turn green. The time remaining on the HOV status will be displayed.
5. To set a future HOV status and schedule a trip:
 - a. Click 'Schedule' under the selected transponder, then click 'Add New' and choose the start and end dates and times. After selecting the time period, click 'Submit' to schedule the trip.

What happens if I'm traveling in the I-77 Express Lanes with a set HOV status, but do not meet the occupancy requirement?

Violators may be subject to a \$100 fine plus court costs, and may have two points added to their driving record.

What happens if I meet the occupancy requirement, but forgot to set HOV status while traveling in the I-77 Express Lanes? Can the toll charges be waived?

The toll charges will not be waived. To be eligible to travel free of charge in the I-77 Express Lanes, users must set HOV status at least 15 minutes prior to travel.

Why is there a 15-minute time period that shows my transponder as 'HOV PENDING' before my HOV status is active?

Changing the HOV status using the NC Quick Pass HOV mobile application or website takes 15 minutes to process. Users will be charged for the tolls incurred when traveling in the I-77 Express Lanes before the HOV status has processed during "HOV PENDING" status.

How do I remove a transponder from the app or website?

From the menu, click 'Edit Transponders'. Select the transponder you'd like to remove and click 'Delete Transponder'.

How do I get my transponder account back into good standing?

Log into your NC Quick Pass account online at www.ncquickpass.com to verify there is a positive account balance and there is no outstanding balance owed. If there is a balance owed, you will need to pay it in full and replenish the required prepaid account balance. If you have additional questions, please contact NC Quick Pass Customer Service by phone at 877-7MY-PASS (877-769-7277) or online at ncquickpass.com by clicking 'Contact'.

What if my account was charged for a toll transaction in error?

If you believe that you were charged a toll in error:

Check your HOV status history by selecting "Edit Transponders" from the main menu, or by clicking the settings gear icon displayed in the top corner of each transponder shown on the home page and then click "View History" for the selected transponder. If the toll transaction appears during an HOV trip, you may submit a toll dispute or affidavit form. Forms must be submitted to NC Quick Pass Customer Service within 30 days of the statement or invoice date, or you waive the right to dispute the toll transaction(s).

Note: Past HOV trips up to 90 days prior can be viewed in the app. To view HOV trips older than 90 days, please visit our website, www.ncquickpassHOV.com.

Why did I receive a bill in the mail?

You could receive a bill in the mail if your transponder was not detected and your license plate was not listed on your NC Quick Pass account.

You could also receive a bill in the mail if your transponder was deactivated due to a zero or negative account balance. NC Quick Pass automatically suspends the account when the balance falls below zero.

To reinstate your account, all outstanding toll charges, processing fees and civil penalties (if applicable) must be paid, and the required prepaid account balance must be replenished.

If you believe you have received a bill in error, you may submit a toll dispute or affidavit form. Forms must be submitted to NC Quick Pass Customer Service within 30 days of the billing date, or you waive the right to dispute the toll(s) and must pay the bill by the due date.

If the license plate or vehicle listed on the bill does not match your vehicle or license plate, please call NC Quick Pass at 877-7MY-PASS (877-769-7277).