

## VEHICLE REGISTRATION BLOCK FAQs

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*Background: The North Texas Tollway Authority and other tolling authorities throughout the state now have various tools to respond to habitual violators as a result of Senate Bill 1792 (Texas Transportation Code Chapter 372), which encourages equitable payment by all customers. As part of that law, habitual violators – also referred to as scofflaws – now could face a vehicle registration block if their bills are past due. All four of the NTTA's member counties commissioners' courts (Dallas, Denton, Collin and Tarrant) and additional second tier counties have passed resolutions in support of these toll enforcement remedies.*

### What offenses are eligible for vehicle registration block in Texas?

A vehicle registration block can be placed on any registration of someone who owes city or county taxes, past due child support, fines or fees that are more than 90 days past due; or for nonpayment of tolls.

### How will County Tax Office staff know a registration block is for nonpayment of tolls and not for something else?

The TxDMV-issued renewal notices will display "N. Tx. Toll" in the toll scofflaw remark spot (except Dallas County).

### Who is subject to a vehicle registration block for nonpayment of tolls?

A habitual violator who has accrued 100 or more unpaid tolls and who has been issued two notices of nonpayment within a year is subject to a vehicle registration block.

### Why is NTTA blocking vehicle registrations?

The vehicle registration block and other toll enforcement actions are intended to encourage tollway drivers to pay for services rendered to ensure fairness to the overwhelming majority of drivers who pay for the service, maintenance and safety of the toll roads.

### How often does NTTA block vehicle registrations?

Vehicle registration blocks are sent weekly to TxDMV by county when a driver meets the criteria of a habitual violator: (1) 100 or more unpaid tolls, (2) good address and (3) still owns the vehicle. In the case of Dallas County habitual violators, the files are sent directly to Dallas County.

### How will a person be notified that he or she is subject to a vehicle registration block?

A notification letter announcing that a person has met the criteria of habitual violator is sent to the address in the Texas Department of Motor Vehicles (TTC 372.106) database, allowing 30 days to contact to dispute their determination as a habitual violator or address the account balance before remedies are applied. If the habitual violator does not make arrangements with NTTA during this period, they will be subject to all enforcement remedies. Additionally, the vehicle registration renewal notice a person receives from the Department of Motor Vehicles may include a "SCOFFLAW" remark reading "N. Tx. Toll" with additional details on the back of the notice. NTTA notices of nonpayment also indicate that you may be subject to additional enforcement, including vehicle registration block.

### How does the vehicle registration block work?

Once a person has been determined to be a habitual violator under Texas Transportation Code Chapter 372, habitual violators are given an opportunity to dispute their determination as a habitual violator and/or request an administrative hearing with a justice of the peace before a block is placed on a vehicle

registration. If an individual is finally determined to be a habitual violator, the vehicle's registered owner(s) information will be transmitted to the county in which he or she is registered, third party vendors (grocery stores, etc.) and/or the Texas Department of Motor Vehicles for refusal of registration until all tolls and fees have been paid or a payment plan has been arranged with NTTA.

#### **How long will the vehicle registration block be in effect?**

The vehicle registration block will remain in effect until all tolls and fees have been paid or a payment plan has been arranged with NTTA, or until you are determined not to be a habitual violator.

#### **How long will it take once a toll bill is settled before a vehicle registration may be renewed?**

NTTA Customer Service will provide a receipt/proof of payment or payment plan arrangement to you and/or the tax office, at your request, so that your vehicle registration may occur on the same or next business day.

#### **Is it true that the county tax assessor office will collect tolls on behalf of NTTA?**

No, NTTA is responsible for toll collections.

#### **How can someone settle a toll bill in order to renew a vehicle registration?**

Present the vehicle registration renewal notice with the "SCOFFLAW" remark that you received in the mail or your license plate number to any NTTA Customer Service Center located at:

5900 W. Plano Parkway  
Plano, Texas 75093  
Monday - Friday: 8 a.m. - 6 p.m.  
Saturday: 9 a.m. - 5:30 p.m.  
Sunday: Closed  
(469) 828-4619

5555 North State Highway 161  
Irving, Texas 75038  
Monday - Friday: 8 a.m. - 6 p.m.  
Saturday: 9 a.m. - 5:30 p.m.  
Sunday: Closed  
(469) 828-4619

4825 Overton Ridge, Suite 304  
Fort Worth, Texas 76132  
Monday - Friday: 8 a.m. - 6 p.m.  
Saturday: 9 a.m. - 5:30 p.m.  
Sunday: Closed  
(469) 828-4619

Pay outstanding tolls and fees with cash, money order or credit card (a payment plan may be available with the opening of a TollTag account). You can call (469) 828-4619, which takes you directly to the NTTA Toll Enforcement Team. The NTTA Specialist will give you a registration release/receipt to return to the County Tax Office and your vehicle registration can proceed. In the event a customer pays their full toll balance or enters into a payment plan over the phone, a receipt authorizing removal of the block may be faxed and/or emailed to you and will also send notification to the County Tax Office of your payment.

#### **Does someone have to open a TollTag account to get a vehicle registration block removed?**

If a habitual violator pays in full, no TollTag is required. However, if the habitual violator chooses to enter into a payment agreement, he or she needs to open a TollTag account or bring an existing account current.

#### **Can someone dispute a toll bill?**

Yes. You may contact NTTA to review all outstanding tolls and fees, correct any errors and arrange for payment to clear your status as a habitual violator and the block on your registration. Habitual violators are also given an opportunity to request an administrative hearing with a justice of the peace before a block is placed on a vehicle registration.

### **Can someone pay a toll bill at the County Tax Office?**

If your county has a kiosk on site, you may pay the full balance while at the County. However, it is recommended that you stop by an NTTA Customer Service Center prior or call NTTA Toll Enforcement directly at (469) 828-4619 while at the tax office to make payment arrangements to obtain the proper release documentation required by the County to release the block. *Note: Not all County Tax Offices have onsite kiosks or payment centers available. The County Tax Office has no information on NTTA tolls and administrative fees.*

### **Does my debt transfer if I sell my vehicle before I am cleared to renew my registration?**

If a person is the registered owner of the vehicle at the time of the violation(s), he or she is still responsible for settling all tolls and fees, or until a payment plan has been arranged with NTTA.

### **What other toll enforcement tools does NTTA have besides the vehicle registration block?**

In addition to the vehicle registration block, habitual violators could face any or all of the following penalties if their bills remain unpaid:

- Owe all tolls at the higher ZipCash rate plus all incurred administrative fees
- Be issued a citation for failure to pay tolls for each transaction that remains unpaid
- Be issued an order prohibiting the operation of any vehicle owned by a habitual toll violator on NTTA toll roads ("vehicle ban")
- Be issued a violation citation – Class C misdemeanor – for driving in violation of the ban order
- Have your vehicle impounded if found driving on the tollway repeatedly in violation of the order of prohibition.