

VEHICLE BAN Frequently Asked Questions (FAQs) Revised 3/17/21

Background: The North Texas Tollway Authority and other tolling authorities throughout the state now have additional tools to respond to habitual violators as a result of Senate Bill 1792, which encourages equitable payment by all customers. As part of that law, habitual violators who have already ignored multiple requests for payment may be subject to being banned from NTTA toll roads.

Who is subject to being banned from NTTA toll roads? Those who are deemed as a habitual violator as defined in section 372.106(a) of the new law may be banned from NTTA toll roads. A habitual violator is defined as (A) one who was issued at least two written notices of nonpayment that contained in the aggregate 100 or more events of nonpayment within a period of one year and, (B) was issued a warning that failure to pay the amounts specified in the notices may result in the toll project entity's exercise of habitual violator remedies.

Why is the NTTA banning people from using NTTA toll roads? The vehicle ban and other toll enforcement actions are intended to prompt payment for services rendered and to ensure fairness to the overwhelming majority of drivers who pay for the service, maintenance and safety of the toll roads. The new legislation will help ensure that millions of NTTA customers who pay for the service are not forced to shoulder the costs of the small percentage that chooses to ignore the rules.

When will the NTTA begin to ban vehicles? NTTA bans vehicle today in conjunction with NTTA's other toll enforcement efforts to ensure payment from all toll road users.

How will I know or be notified that I am subject to a vehicle ban? Habitual violators subject to vehicle ban will receive notification that they have been banned, including when the ban will take effect and instructions for how to remove their status as a habitual violator and the toll enforcement remedies such as the ban.

How does the vehicle ban work? Habitual Violators are provided due process protections prior to any enforcement action.

- First, a registered vehicle owner who NTTA determines to be a habitual violator receives written notice of that determination and an opportunity for a Justice of the Peace hearing to challenge their habitual violator status.
- Second, once a person is finally determined to be a habitual violator NTTA must provide them with a ban notice warning them that their vehicle will be subject to the vehicle ban. This notice gives the habitual violator yet another opportunity to resolve their toll debt with NTTA.
- Third, a habitual violator's vehicle will only be impounded if they continue to operate their vehicle on NTTA roads in violation of the vehicle ban.

If I am banned from NTTA toll roads, how long will the vehicle ban be in effect? The vehicle ban will remain in effect until all tolls and fees have been paid or a payment plan has been arranged with the NTTA, or until you are determined not to be a habitual violator.

Can I dispute my toll bill that subjects me to the vehicle ban? Yes. You may contact the 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 ban.**

How long will it take once I settle my bill before I can drive on NTTA toll roads? In most cases, the ban will be removed within 1 business day and a termination of habitual violator status will be mailed within **7 days.**

What happens if I am banned, but get caught driving on an NTTA toll road? A person commits an offense when operating a vehicle in violation of a ban and is subject to a Class C misdemeanor with a fine up to \$500. A second or subsequent occurrence of driving on the tollway in violation of a ban may result in impoundment of the vehicle.

How will the NTTA know if I'm still driving (after being banned)? When driving on an NTTA roadway, all transactions are captured at tolling points and include video capture of the vehicle and license plate. Habitual violators who have been banned from NTTA roadways will be provided to Department of Public Safety officers for enforcement purposes.

How will I get my vehicle back if it is impounded? A vehicle that has been impounded may be released after payment by or on behalf of the registered owner of all towing, storage and impoundment charges; and all unpaid tolls and fees owed to the NTTA have been paid or otherwise agreed to (a payment plan). The NTTA will send notification to the impound yard that the account has been settled to NTTA's satisfaction authorizing the release of the vehicle.

How can I settle my bill so that I can continue to drive on NTTA toll roads? Log in to your online account or call 972-818-6882 or 817-731-6882.

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).

What other toll enforcement tools does NTTA have besides the vehicle ban? In addition to the vehicle ban, habitual violators could face any of the following penalties if their bills remain unpaid:

- Owe all tolls at the higher ZipCash rate plus all incurred late fees
- Vehicle registration block
- A violation citation - Class C misdemeanor with a fine of up to \$500