

VEHICLE REGISTRATION BLOCK FAQs

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 a new law, Senate Bill 1792, which encourages equitable payment by all customers. As part of that law, habitual violators 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) have passed resolutions in support of the new toll enforcement remedies legislation. The NTTA continues to work with its member counties tax assessor collector offices to secure agreements for implementation of the vehicle registration block.

Who is subject to a vehicle registration block?

A habitual violator who has accrued 100 or more unpaid tolls and who has been issued two notices of nonpayment in a year is subject to a vehicle registration block. SB 1792 included a one-time 90-day grace period for habitual violators, and the NTTA extended the opportunity to all customers who had outstanding unpaid tolls. Violators had until Sept. 13, 2013 to pay their overdue tolls before additional enforcement actions began. The NTTA extended the grace period to through noon Sept. 18 to accommodate the last minute rush.

Why is the NTTA blocking vehicle registrations?

The vehicle registration block and other toll enforcement actions are intended to guarantee 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 guarantee 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?

Initial implementation of vehicle registration blocks will be staggered by county beginning in fourth quarter 2013 through the end of first quarter of 2014.

How will I be notified that I am subject to a vehicle registration block?

Your vehicle registration renewal notice you receive from the Department of Motor Vehicles will indicate a "SCOFFLAW" remark 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 you have been determined to be a habitual violator under Texas Transportation Code Chapter 372, the vehicle's registered owner(s) information will be transmitted to the county in which you are registered and the Department of Motor Vehicles for refusal of registration until all tolls and fees have been paid or a payment plan has been arranged with the 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 the NTTA, or until you are determined not to be a habitual violator.

How long will it take once I settle my bill before I can renew my registration?

NTTA Customer Service will provide a receipt/proof of payment or payment plan arrangement to you so that your vehicle registration may occur on the same day.

Isn't it true that the county tax assessor office will collect for the NTTA?

No, the NTTA is responsible for all collections.

How can I settle my bill so that I can renew my registration?

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

<u>Plano Location</u> 5900 West Plano Parkway Plano, Texas 75093 972-818-NTTA (6882)	<u>Irving Location</u> 5555 President George Bush Turnpike Irving, Texas 75038 972-818-NTTA (6882)
<u>Hours of Operation</u> Monday - Friday: 7 a.m. - 7 p.m. Saturday: 9 a.m. - 5:30 p.m. Sunday: Closed	<u>Hours of Operation</u> Sunday and Monday: Closed Tuesday - Friday: 10 a.m. - 7 p.m. Saturday: 9 a.m. - 5:30 p.m.

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 972-818-6882 (NTTA Customer Service Center). The NTTA Customer Service Specialist will give you a registration release/receipt to return to the County tax office and your vehicle registration can proceed. The NTTA will also send notification to the County tax office of your payment.

Can I dispute my toll bill that subjects me to the vehicle registration block?

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 block on your registration

Can I pay my 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. You may also stop by an NTTA Customer Service Center or call NTTA Customer Service while at the tax office to make payment arrangements. Note: Not all county tax offices have onsite kiosks or payment centers available.

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

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

If my registration is blocked, but sell the vehicle registered to me that incurred unpaid tolls, will I be able to register my new vehicle?

In the event you purchase a new vehicle, as a registered owner determined to be a habitual violator, you would still be subject to all toll enforcement remedies, including vehicle registration block, until all tolls and fees are paid, or until a payment plan has been arranged with the NTTA.

What other toll enforcement tools just NTTA have besides the vehicle registration block?

In addition to the vehicle registration block, 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 administrative fees
- An order prohibiting the operation of a vehicle owned by a habitual toll violator on NTTA toll roads
- A violation citation - Class C misdemeanor
- Vehicle impoundment upon proof of repeated violation of the order of prohibition.