



SB 1792
and
the **NTTA Toll Collection Process**

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Agenda

- NTTA Overview
- Toll Collections, Enforcement Legislation and SB 1792
- 90-Day Grace Period Began June 14
- Vehicle Registration Block and Vehicle Ban
- How does this new law affect your constituents?
- Stakeholders
- Customer Enhancements to Toll Collection Process
- Next steps

who we are – history

- Origins with Texas Turnpike Authority
- Dallas North Tollway opened in 1968
- First TollTag issued in 1989
- Created in 1997 as a Texas political subdivision
- First option to build toll roads in the North Texas region



who we are – governance

A map of North Texas showing county boundaries and major cities. Seven portraits of board members are overlaid on the map, each with a label below it. The counties shown include Denton, Collin, Tarrant, and Dallas. Cities labeled on the map include San Antonio, Lewisville, Carrollton, Coppell, Farmers Branch, Garland, Rowlett, Fort Worth, and Arlington.

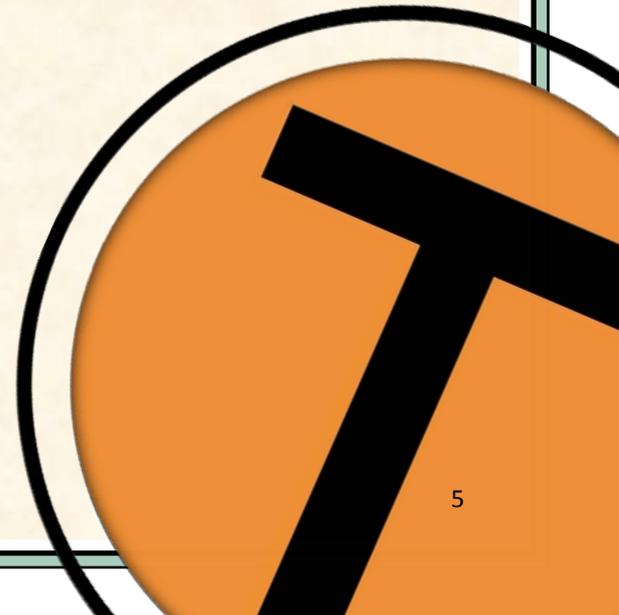
- M. Nowels** (Denton County)
- D. Denison** (Denton County)
- J. Willard** (Collin County)
- W. Moore** (Collin County)
- M. Haddad** (Tarrant County)
- K. Barr** (Tarrant County)
- G. Quesada** (Tarrant County)
- M. Ellis-Kirk** (Dallas County)



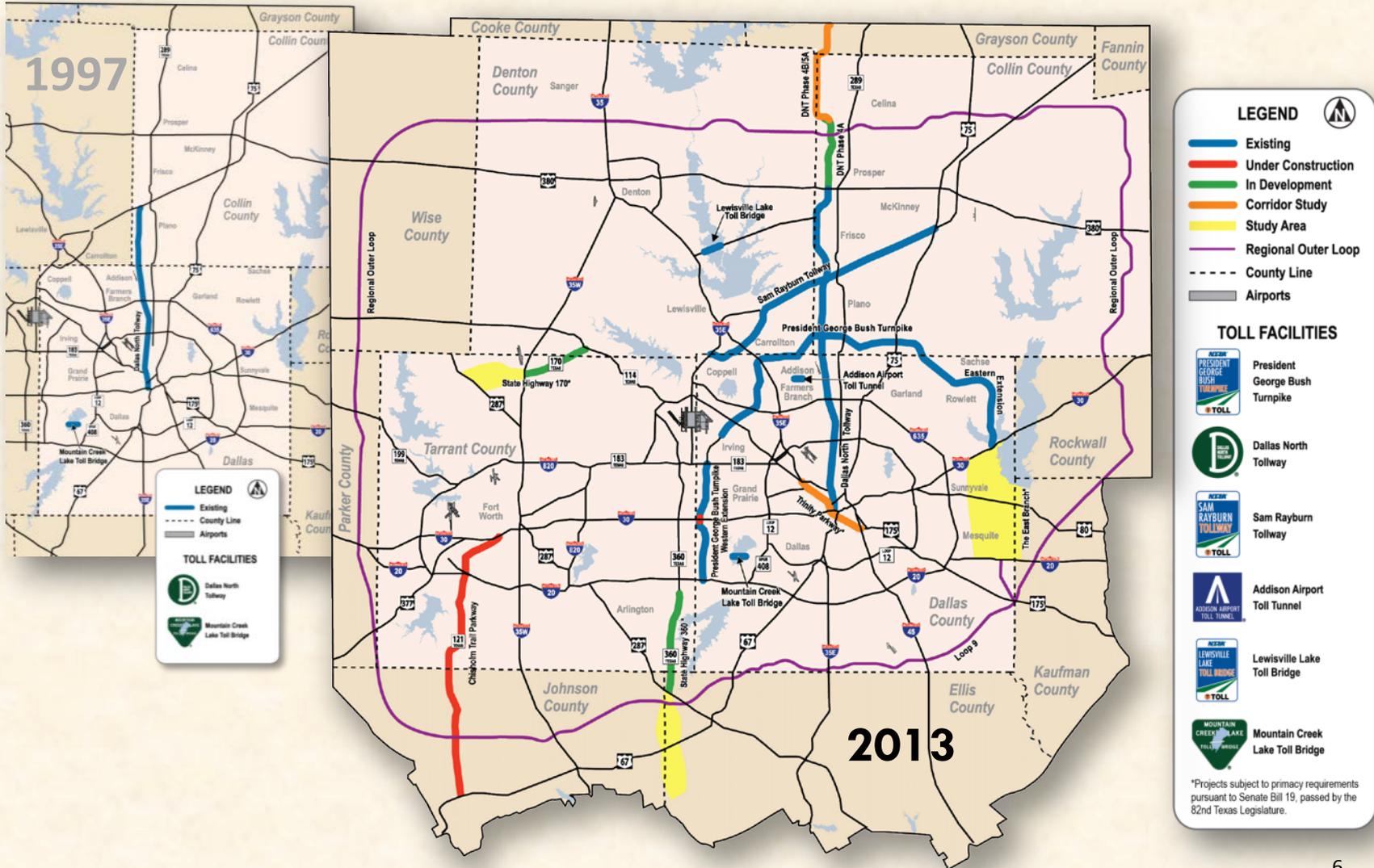
NTTA by the numbers

- Total Operating Budget: \$106 million
- Total Customer Contacts (2012): 4.5 million
- Active TollTags*:
 - Collin County 22%
 - Dallas County 33.8%
 - Denton County 16.45%
 - Tarrant County 12.12%
 - Other counties 16%
- Lane Miles by County:
 - Collin County 284.01
 - Dallas County 363.29
 - Denton County 87.97
 - Tarrant and Johnson (*coming soon!*)
- Lane Miles Under Construction: 99.34

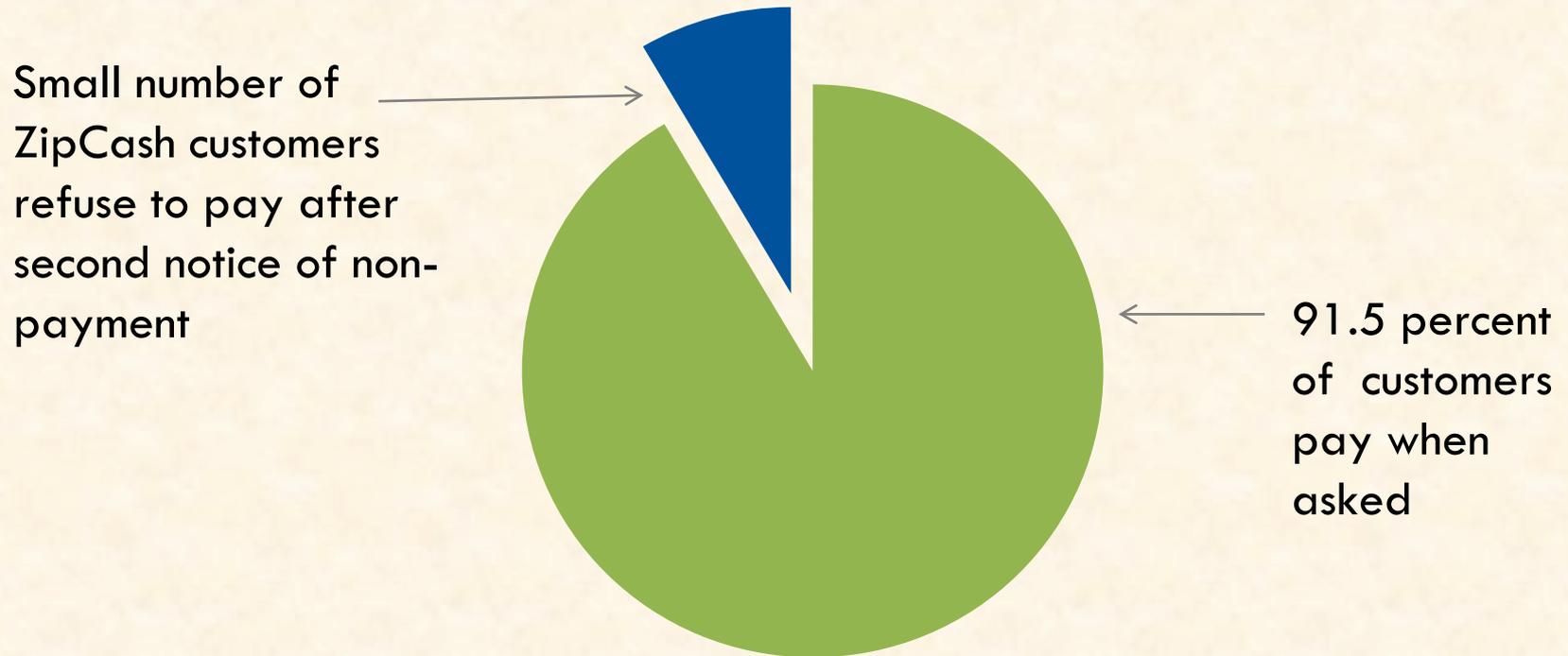
**As of Jan. 2013*



NTTA facility map comparison



collections initiative



- 77.6 percent of customers use a TollTag
- Approximately 23 percent of customers are billed using ZipCash, NTTA's pay-by-mail program

83rd Texas Legislature and Toll Enforcement Legislation

- Statewide tolling entities worked together prior to and throughout the session to coordinate efforts
- Great support from legislative leadership
- Outreach to TACs, TxDMV and JPs
- Strong media support
- Culminated in SB 1792

Senate Bill 1792

- Statewide application (NTTA, TxDOT, RMAs)
- Effective on June 14, 2013
- Creation of enforcement remedies targeted at “habitual violators,” those who have accumulated 100 or more unpaid tolls in a year or less and have been issued two notices of nonpayment
 - A vehicle registration block
 - An order prohibiting operation of a vehicle owned by a habitual toll violator on toll highways, violation of which is a Class C misdemeanor
 - Vehicle impoundment upon proof of repeated violation of the prohibition order

Senate Bill 1792

- Ample due process before these habitual violator remedies go into effect
 - Registered owner gets notice of NTTA determination they are a habitual violator
 - Owner may challenge the determination that they are a habitual violator through a Justice of the Peace (JP) administrative hearing process
 - No use of habitual violator remedies allowed until opportunity for hearing has passed
 - Additional notice to owner after final determination they are a habitual violator required before NTTA invokes vehicle ban or impoundment remedies

Senate Bill 1792

90-Day Grace Period

- A 90-day grace period for all NTTA violators to pay their unpaid tolls fees at a steep discount (ends September 13)
 - NTTA will give notice of the grace period by first class mail to habitual violators within 30 days of effective date (June 14)
 - All NTTA habitual violators will have three options:
 - Pay lump sum of unpaid tolls only (no administrative fees) at the ZipCash rate and open up a TollTag account or;
 - Enter into a payment agreement plan to pay unpaid tolls (no administrative fees) at the ZipCash rate plus a maximum fee of 10% of unpaid tolls and open up a TollTag account or;
 - Request a JP administrative hearing to challenge their habitual violator determination

SB 1792

90-Day Grace Period

- Habitual violators who don't take advantage of grace period will face habitual violator remedies (vehicle registration block and vehicle ban from the NTTA System) and again be liable for the full amount of their administrative fees plus unpaid tolls after 90 day grace period ends

SB 1792

Vehicle Registration Block

Who:

- Habitual Violators, those with 100 or more unpaid tolls within a year and who have received a minimum of two notices of non-payment as defined by SB 1792

What:

- Block Vehicle Registration for Habitual Violators until tolls and fees are paid

How:

- Phased Implementation – estimated 2,000 violators (fourth quarter)
- Work with all four member county tax offices and TxDMV to implement vehicle registration blocks for a fee

When:

- Begin phased implementation at the end of the 90-day Temporary Grace period anticipated to end on Sept. 13

SB 1792

Vehicle Ban

Who:

- Habitual Toll Violators as defined by SB 1792

What:

- Ban habitual violators from the toll roads by issuing a notice of prohibition
 - First offense is a Class C misdemeanor with a fine up to \$500
 - Second offense is a possible impoundment

How:

- Pilot program – estimated 2,000 violators (fourth quarter)

Enforcement:

- Regular updates to DPS
- Equipment for DPS cars to recognize violator license plates
- Travel patterns of violators to DPS
- Future: Toll Violator Stops

What is the NTTA doing to Communicate this New Law?

- Two notices being sent to all habitual violators
- Buck slips included with notices of nonpayment for non-habitual violators
- Notices of nonpayment to be revised to include new law; subject to enforcement tools
- Website home page banner, FAQs, searchable habitual violator database
- Considerable media coverage
- Vehicle registration renewal notices to be revised to include nonpayment of tolls as eligible offense

How Does This New Law Affect Your Constituents?

- For constituents that are good customers, thank you!
- For constituents that are habitual violators as defined by SB 1792:
 - They need to contact the NTTA immediately
- Habitual violators who don't take advantage of grace period will face habitual violator remedies (vehicle registration block and vehicle ban from the NTTA System) and again be liable for the full amount of their administrative fees plus unpaid tolls after 90 day grace period ends

Stakeholders

- Dallas-Fort Worth Legislators
- Member Counties
- Tax Assessor-Collectors
- Justices of the Peace
- TxDMV

Customer Enhancement Focus

- Over the next year, the NTTA is planning a series of actions to improve the customer experience
- Here are some of the recent improvements
 - New mobile app launched in April for TollTag customers
 - Phase II coming this fall for ZipCash payments
 - NCOA and Skip Tracing to find better addresses for our customers
 - More places to get a TollTag including the Irving TollTag store opened in April 2013
 - New TollTag store planned in late 2013 for Fort Worth
 - Additional circuits (200%) to handle call volumes/reduce hold time
 - Interoperability with Oklahoma* coming in 2014

** Top out-of-state license plate*

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Next Steps

- We need your help in communicating this great opportunity to your constituents: one-time 90-day grace period to settle toll violations available to ALL NTTA VIOLATORS!
- We will keep you informed as the process develops
- Lots of information available on the NTTA website

NTTA Contact Information

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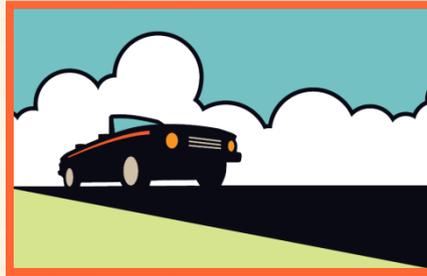
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- MISSION
- provide a safe and reliable toll road system
 - increase value and mobility options for our customers
 - operate the Authority in a businesslike manner
 - protect our bondholders
 - partner to meet our region's growing need for transportation infrastructure.