

House Bill 2549 (2015)
Senate Bill 57 (2015)
Senate Bill 1792 (2013)
Senate Bill 469 (2011)

NTTA Customer Service and Toll Enforcement Legislation

In 2015, the 84th Texas Legislature passed [House Bill \(HB\) 2549](#), which amended NTTA's enabling statute, Texas Transportation Code Chapter 366, to implement various customer and billing process-related changes.

- Established regional toll enforcement approach to include tolling services agreements.
- Adjusted ZipCash (pay-by-mail) payment periods to allow for predictable monthly billing (creation of a 25-day customer payment period).
- Justice of the Peace-requested changes regarding toll collection.
- Created paperless, electronic billing notification option for pay-by-mail customers.
- Aligned annual report due date with availability of audited financial data.

Also passed in 2015 was [Senate Bill \(SB\) 57](#), which protects account information of TollTag and pay-by-mail users from public disclosure. This change will not prohibit any law enforcement or judicial requests for information. The law is also applicable to DART, DCTA and the Regional Mobility Authorities.

In 2013, the 83rd Texas Legislature passed [SB 1792](#), which authorized new toll enforcement tools for habitual violators throughout Texas.

- Authorized new toll enforcement tools for nonpayment of tolls under TTC Chapter 372 statewide, including vehicle registration block and vehicle ban.
- A registered owner may be determined to be a "habitual violator" (HV) after they have been issued at least two written notices of nonpayment that contained in aggregate 100 or more events of nonpayment within a period of one year.
- A written notice of the HV determination must be sent to the HV.
- Within 30 days from the notice delivery date, the HV is entitled to an administrative hearing before a JP to challenge their status as an HV.
- The determination becomes final when the HV does not timely request a hearing, requests a hearing but fails to appear, or the JP affirms the determination.

In 2011, the 82nd Texas Legislature passed [SB 469](#), which codified NTTA's toll collection business rules in statute.

- Requires an invoice be sent to registered owners when toll is not collected at the time the vehicle passes through a toll facility.
- Requires three "notices of nonpayment" sent after the invoice is not paid and each successive notice of nonpayment remains unpaid.
- The registered owner may be cited for "failure to pay toll" (FTPT) after the third notice of nonpayment is not paid by the due date.
- TCCP Art. 12.02 (b) limitations on FTPT is two years.
- The offense committed under the revised §366.178 is now being filed and prosecuted.