



CENTRAL TEXAS REGIONAL  
**MOBILITY AUTHORITY**

October 31, 2018  
**AGENDA ITEM #13**

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Qualified Veterans Discount  
Program Update

Strategic Plan Relevance:	Regional Mobility
Department:	Operations
Contact:	Tracie Brown, Director of Operations
Associated Costs:	~ \$1M (1.4%) revenue loss in CY 2018
Funding Source:	Operations Budget
Action Requested:	Update on steps taken to implement the Mobility Authority's veterans discount program

**Summary:**

At its July 25, 2018 meeting, the Mobility Authority's Board of Directors approved a discount program for qualified veterans. The CTRMA Veterans Discount Program provides toll-free travel to recipients of the Congressional Medal of Honor, Legion of Valor, Purple Heart and disabled veterans and meet the requirements for a disabled veteran license plate. The program provides one toll discount per veteran and requires participating veterans to register using the Mobility Authority's online portal and resolve all outstanding tolls before acceptance into the program.

The Mobility Authority's veteran discount program will launch on November 1<sup>st</sup>. Today's presentation provides an overview of the program details, including the registration process as well as the outreach steps that have been taken to date.

Backup Provided: CTRMA Qualified Veterans Discount Program Fact Sheet  
Frequently Asked Questions  
Presentation



# QUALIFIED VETERAN DISCOUNT PROGRAM

LAUNCHES  
NOVEMBER 1,  
2018



Through the Mobility Authority's new Qualified Veteran Discount Program, qualified veterans receive toll-free passage on several Mobility Authority-operated roads. Program participation is limited to one (1) qualifying vehicle per veteran.

## ELIGIBILITY

To be eligible to participate in the Qualified Veteran Discount Program, the Mobility Authority requires that the vehicle be compliant with the following at the time of the transaction:



**Registered with the State of Texas, Texas Department of Motor Vehicles;**



**Issued a qualifying specialty plate\* and have it properly displayed;**



**Associated to an electronic toll tag account; and**



**Have no outstanding Mobility Authority toll violations**

*\*Qualifying Texas license plates are disabled veterans and recipients of the Purple Heart, Legion of Valor, and Medal of Honor awards.*

## REGISTER TODAY

Register online at [www.MobilityAuthority.com/veterans](http://www.MobilityAuthority.com/veterans)

Eligible veterans must register with the Mobility Authority to have toll charges waived on applicable toll roads. Once registered, toll equipment will identify your specialty license plate and electronic tag.

Tolls incurred before the program's implementation (November 1, 2018) must be fully resolved prior to participation in the discount program. If you need help registering or have any questions you may also call (512) 450-6317 or email [veterans@ctrma.org](mailto:veterans@ctrma.org).

**The Mobility Authority's Qualified Veteran Discount Program applies to the following toll roads:**



**183A  
Toll Road**



**290  
Toll Road**



**71  
Toll Lane**



**45 Toll Road  
(future)**

Tolls from the MoPac Express Lane, located in Central Austin, will not be waived under this program, as the variable toll pricing model is key to congestion management, and operation of the lane would otherwise break down.

The Board Members and staff of the Central Texas Regional Mobility Authority honor and appreciate the service of the men and woman of our military forces, past and present.



# CTRMA Qualified Veteran Discount Program

## Frequently Asked Questions

### **What is the Mobility Authority's veteran toll discount program?**

CTRMA's veteran toll discount program waives tolls on several CTRMA toll roads for eligible veterans, who must be in a vehicle registered with the State of Texas and displaying a qualified specialty license plate.

Qualifying Texas license plates are disabled veterans and recipients of the Purple Heart, Legion of Valor and Medal of Honor awards.

### **Am I eligible for CTRMA's Veteran Toll Discount Program?**

To be eligible to participate in the Veteran Toll Discount Program, the Central Texas Regional Mobility Authority requires that at the time of the transaction, the vehicle be compliant with the following:

- Registered with the State of Texas, Texas Department of Motor Vehicles as the primary vehicle;
- Issued a qualifying\* specialty plate and have it properly displayed;
- Associated to an electronic toll tag account; and
- Have no outstanding CTRMA toll violations.

*\*Qualifying Texas license plates are disabled veterans and recipients of the Purple Heart, Legion of Valor and Medal of Honor awards.*

Program participation is limited to one (1) vehicle per veteran. Tolls incurred before the program's implementation must be fully resolved prior to participation in the discount program.

As a reminder, our customer service representatives can help by offering a settlement amount or payment plan if needed. Please call MSB at 888-811-4565 to discuss further.

### **I have a qualifying vehicle per CTRMA's program requirements. How do I participate in the veteran toll discount program?**

Eligible veterans displaying a qualifying specialty license plate issued by the State of Texas must register with CTRMA to have toll charges waived on applicable toll roads.

To register, customers must use CTRMA's [online portal](#). If you need help registering or have any questions you may also call (512) 450-6317 or email [veterans@ctrma.org](mailto:veterans@ctrma.org). You will receive an e-mail within 10 days, confirming program enrollment. Registration is NOT complete until this e-mail is sent. Customers are responsible for tolls incurred prior to receiving a confirmation e-mail.

Program participation is limited to one (1) vehicle per veteran and tolls incurred before the program's implementation must be fully resolved prior to participation in the discount program. It is the customer's responsibility to notify CTRMA of any changes to their license plate or tag number. Failure to do so may result in charges to the customer's toll tag account.

### **Which toll roads are included in CTRMA's veteran toll discount program?**

The Mobility Authority's Veteran toll discount program applies to:

- 183A Toll
- 290 Toll (Manor Expressway)
- SH 71 Toll
- SH 45 SW (future)
- 183S (future)

### **Which toll roads are not included in CTRMA's veteran toll discount program?**

The MoPac Express Lanes, located in Central Austin, are NOT included in The Mobility Authority's veteran discount program.

### **What about other toll roads in Texas?**

For information about other toll roads in Texas and if they offer a similar program for veterans please visit the following websites:

- Austin: Texas Department of Transportation
- Brownsville: Cameron County Regional Mobility Authority
- Dallas – Ft Worth: North Texas Tollway Authority
- Houston area: Harris County Toll Road Authority and Fort Bend County Toll Road Authority
- Tyler area: North East Texas Regional Mobility Authority

### **Do I need an electronic tag to be eligible for the veteran toll discount program?**

Yes. An electronic toll tag is required to obtain a discount on CTRMA's toll facilities. Electronic tags allow us to promote accuracy and efficiency within our program. Failure to provide a valid tag number may result in being billed.

### **Which tags are accepted?**

We understand the needs of every customer can be different so we accept several different tags for registration. We encourage customers to visit their websites to find the right fit: [Toll Tag](#), [EZ Tag](#), [TxTag](#), [Pike Pass](#), [BancPass](#) and [K Tag](#).

### **Are there certain toll lanes I must use?**

No. Eligible vehicles included in the Veteran Discount Program may use any toll facility except Express Lane facilities which are expressly precluded. Toll equipment will identify your specialty license plate.

### **When will CTRMA's veteran toll discount program go into effect?**

CTRMA's veteran discount program will go into effect on November 1, 2018.

### **If I used a CTRMA toll road prior to November 1, 2018, do I have to pay those tolls?**

Yes. All charges related to travel on CTRMA toll roads before the effective date of the veteran toll waiver program must be paid in full to participate in the Veteran Toll Discount Program.

**What if I'm a veteran but do not have a qualifying veteran's license plate or an electronic toll tag?**

Tolls will only be waived for vehicles associated with a qualifying specialty Texas license plate and electronic toll tag at the time of the transaction.

However, Veterans and other beneficiaries may be eligible to have toll charges reimbursed by the U.S. Department of Veteran's Affairs when they use a toll road to travel for care at a Veteran's Administration medical facility. The Beneficiary Travel Benefits program is established and administered by the Veterans Administration. Click [here](#) for details on eligibility and the VA's procedures for reimbursement of toll charges available from the Veterans Administration.

**What are the requirements to qualify for a disabled veteran license plate? Am I eligible?**

Veterans can apply for the specialty license plate if they are certified by the Veterans Administration to have a 50 percent service-related disability, or 40 percent due to amputation of a lower extremity. Details about how to apply or to find out if you are eligible for one of the qualifying specialty license plates, please visit the Texas Department of Motor Vehicles website ([www.txdmv.gov](http://www.txdmv.gov)). Any problems or discrepancies with vehicle registrations or with specialty license plates must be resolved between the vehicle owner and the Texas Department of Motor Vehicles.

**What if I have multiple cars? What about my spouse's car?**

CTRMA's veteran discount program is limited to one vehicle per qualified veteran. Eligibility in the veteran toll discount program is limited to vehicles which are registered with the State of Texas and displaying a qualifying specialty license plate, per Texas Transportation Code §372.053, that is associated with an electronic toll tag account.

**What if I am an eligible veteran with a qualifying specialized plate pulling a trailer?**

If you are enrolled in CTRMA's Veteran Discount Program and received a statement because you were pulling a trailer, you can initiate a dispute by calling our Customer Contact Center (please be prepared to provide an e-mail address) or e-mailing your license plate and invoice number to [veterans@ctrma.org](mailto:veterans@ctrma.org). You'll receive an e-mail with more information once enrollment is confirmed.

**Why is CTRMA waiving toll charges for select veterans?**

The Board Members and staff of the Central Texas Regional Mobility Authority honor and appreciate the service of the men and woman of our military forces, past and present. State law allows a Texas toll road entity to offer discounted or free tolls to Congressional Medal of Honor, Legion of Valor and Purple Heart recipients as well as disabled veterans who qualify and meet the requirements for specialty license plates. Effective November 1<sup>st</sup>, 2018 the Mobility Authority will offer discounted tolls to these valued service members.