



News Release

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CTRMA Board Adopts Customer Friendly Toll Policies

Extensive Public Input Process Results in Revised Policies

AUSTIN, Texas, December 8, 2004 – The Central Texas Regional Mobility Authority (CTRMA) Board of Directors adopted customer friendly Toll Policies at their board meeting today.

During a month long extensive public input process, CTRMA has received input from nearly 500 stakeholders and reached more than 500,000 through public notices and website. “Our public input process has been a valuable tool to learn our customers’ preferences. The CTRMA Board and staff have listened and made revisions to our policies as a result,” said Mike Heiligenstein, Executive Director.

Toll policies are a set of rules and standards that will help CTRMA manage its regional toll road system. Public input has focused on three key areas: Discounts and Incentives, Account Setup and Payment, and Customer Service and Violations.

Comments from stakeholders demonstrated a consensus on several key issues proposed by CTRMA:

- Support for the 183-A **introductory period discounts**
- Agreement with proposed **payment options** (including cash, debit, credit)
- Support for the **accessibility** of toll tag accounts (accessible on-line and written statements upon request)
- Recognize **diversity** of marketplace (communication in multiple languages)
- Necessity to develop options for **non-local travelers** to use toll roads (unregistered toll tag option addresses this concern)

“CTRMA appreciates all of our stakeholders who attended a meeting or submitted comments through our website. The public input process has enabled us to present toll policies that are responsive to our community,” said Heiligenstein.

CTRMA has listened to the public and revised its policies in the following areas:

- **Customer Privacy:** CTRMA will assure that a customer’s private information is not shared with third parties, unless required by law.
- **Tolling Policy for Phases of projects “under construction”:** Under the following conditions, CTRMA will not impose a toll on phases of a project “under construction” until additional phases of the project are constructed so as to provide continuous uninterrupted travel for a specified distance or to a specified destination. This policy applies to the following projects: US 183 South (south of IH 35 to south of US 290 East), SH 71 East (west of Burlison Road to west of Riverside Drive), Loop 1 (south of William Cannon to US 290 West).
- **Lower account setup minimum for toll tag account:** The account setup minimum for individual accounts has been lowered from \$40 to \$20.
- **Extend “grace period” for customers** to correct a violation without being subject to administrative fees. The adopted policy anticipates a 10 day period subject to coordination and negotiation with TxDOT.

The toll policies include the following provisions:

- A 10% discount for customers who use an electronic toll tag.
- \$10 in free tolls to customers who open an account. An individual’s toll tag would be activated by opening an account with a \$20 minimum.
- A 10% discount for public transit vehicles and school buses that use a toll tags. These vehicles would also be charged the passenger vehicle toll rate, which is approximately three times less than the commercial rate.
- A six-month introductory period for 183-A that provides:
 - One month of free use to everyone who drives on the toll road
 - An additional month free for drivers who open a toll tag account
 - And an additional 50% off the cost of tolls for toll tag users over the next four months.
- A customer-friendly violations policy that gives customers a chance to pay their tolls prior to the assessment of a \$25 administrative fee and fines.
- Options for payment methods for tolls include cash, credit and debit cards and the availability of account set-up at convenient locations including grocery stores, online and convenience stores.

For more information, visit our website at www.ctrma.org or call the CTRMA hotline at (512) 314.5711.

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SUMMARY OF 12/8/04 CTRMA DRAFT POLICIES AND PROCEDURES
FOR TOLLING OPERATIONS

Toll Policies and Procedures Section	Summary of Provisions
Sec. 1. Purpose	<ul style="list-style-type: none"> ● Sets forth purpose and authority for tolling policies and procedures
Sec. 2. Definitions	<ul style="list-style-type: none"> ● Sets forth definitions for particular acronyms and terms of art used in policies and procedures
Sec. 3. Establishment of Toll Tag Accounts; Payment; Distribution	<ul style="list-style-type: none"> ● Provides that customers may establish toll tag accounts in a variety of ways (ex. Customer Service Center (CSC) request in-person, via telephone, via web site application, or via regular mail; in-person visit to remote counter location, authorized retailers (such as grocery stores), kiosks or vending machines, toll lane attendant booth, etc.) ● Provides for three types of toll tag accounts: individual (registered @ \$20 @\$.50min); individual (unregistered @\$20 @\$.50min); business (registered @\$30 @\$.50min) ● Provides for toll tag distribution via mail or via in-person pickup (depending on method customer uses to establish account) ● Provides for a variety of payment methods, including credit card, debit card, ACH, money order, check or cash ● Includes provisions addressing protection of personal information, toll tags remaining property of CTRMA/TxDOT, CTRMA use of toll tag distribution information, and policies regarding technical malfunction of toll tags
Sec. 4. Discounts and Incentives	<ul style="list-style-type: none"> ● Provides for CTRMA compliance with various legal exemptions from tolling required for military and emergency vehicles ● Establishes special, discounted toll tag rates (10%) for all tag users; Capital Metro/CARTS vehicles, school buses, express buses and other vehicles operated by mass transit providers other than Capital Metro/ CARTS will receive the same toll rate as cars ● Sets forth introductory programs related to US 183-A, including discount for new CTRMA customers, various periods of free use and use at reduced rates for US 183 A, and a “customer friendly” toll violation enforcement process for first 18 months of operation

Toll Policies and Procedures Section	Summary of Provisions
<p>Sec. 5. Customer Service and Violation Policies</p>	<ul style="list-style-type: none"> ● Sets forth objectives of customer service policies, legal provisions regarding failure to pay toll violations, and procedures for customers to dispute alleged failure to pay toll, and use of toll tag ● Customers who fail to pay toll may make payment within 10 days, or such other time period as any VPC agreement with TxDOT will dictate, with no action taken; after the specified time period, unpaid toll and any applicable administrative fee will be deducted from customer’s account ● If no toll tag account, or insufficient account balance, customer will receive a “Notice of Nonpayment” via regular mail, and customer has 30 days to contact CSC to make arrangements to satisfy unpaid toll amount ● If customer does not make arrangements to satisfy unpaid toll amount within 30 days, during a new 90-day period, a collection agency will attempt to collect unpaid toll amount and any applicable administrative fee ● If collection not made within that 90-day period, failure to pay toll will be referred for prosecution in accordance with Sec. 370.177 of Texas Transportation Code ● Provides that CTRMA may not recognize as valid a toll transaction made by means of an unauthorized transfer of toll tag from original vehicle to another vehicle
<p>Sec. 6. Tolling Policy for Phases of CTRMA Turnpike Project “Under Construction”</p>	<ul style="list-style-type: none"> ● If any phase of a toll project is “under construction” when it is included in CAMPO’s transportation plan or TIP as a toll project or candidate toll project, CTRMA will defer collection of tolls on that phase until additional phases are completed to provide continuous uninterrupted travel for a distance, or to a destination, decided by CTRMA Board; toll deferment will end once the project or designated travel corridor are substantially complete ● “Under construction” means a contract has been executed by CTRMA or TxDOT providing for construction of a phase of a project; “substantially complete” means the toll project is open to traffic for its entire length; current projects deemed “under construction,” and their corresponding lengths, are listed on Attachment “A” to the toll policies and procedures ● CTRMA may install signs or equipment indicating that toll collection operations are being deferred, but that tolls will be collected along the entire project (or any portion) in the future; designation of a project as a toll project or candidate toll project by CAMPO prior to the time the project is open to traffic precludes such project from being deemed a “conversion” ● Upon written request from CAMPO or from Travis and Williamson County Commissioners Courts, CTRMA can waive deferment policy and toll a phase of a project under construction prior to completion of entire project

ATTACHMENT "A"

INITIAL PHASE	CONTRACT EXECUTION DATES	TRAVEL CORRIDOR TO BE COMPLETED PRIOR TO TOLLING
US 183 (S): South of IH 35 (N) to South of US 290 (E)	February 10, 2003	From main lanes of US 183 at IH35 to Presidential Blvd. (permitting travel on main lanes unimpeded by traffic signals on US 183 South from IH35 to ABIA)
SH 71 (E): West of Burleson Rd. to West of Riverside Dr.	September 16, 2002	From main lanes of SH 71 from IH35 to Presidential Blvd. (permitting travel on main lanes unimpeded by traffic signals on SH71 East from IH35 to ABIA)
Loop 1 (MOPAC Blvd): South of William Cannon Dr. to US 290 (W)	September 15, 2003	From main lanes of Loop 1 at William Cannon Dr. to south of Barton Skyway (permitting travel on express lanes from William Cannon Dr. to south of Barton Skyway)