

**GENERAL MEETING OF THE BOARD OF DIRECTORS
OF THE
CENTRAL TEXAS REGIONAL MOBILITY AUTHORITY**

RESOLUTION NO. 04-54

WHEREAS, the Central Texas Regional Mobility Authority ("CTRMA") was created pursuant to the request of Travis and Williamson Counties and in accordance with provisions of the Transportation Code and the petition and approval process established in 46 Tex. Admin. Code § 26.01, *et. seq.* (the "RMA Rules"); and

WHEREAS, the CTRMA is charged with funding and developing transportation improvements throughout the region to help solve the current mobility crisis and to improve the quality of life for residents of Central Texas; and

WHEREAS, CTRMA staff, working in partnership with the Austin District of the Texas Department of Transportation ("TxDOT"), developed a proposed "CTRMA/TxDOT Regional Implementation Program" (the "Program") which provides for the funding and development of various transportation system improvements through tolling of new roadway capacity; and

WHEREAS, implementation of the Program required amendments to the "2025 Transportation Plan" and the "Transportation Improvement Program" by the Capital Area Metropolitan Planning Organization ("CAMPO"); and

WHEREAS, CAMPO voted to approve the Program after adopting several resolutions affecting certain projects in the Program and encouraging the CTRMA to initiate various processes and implement certain procedures; and

WHEREAS, one of the resolutions encourages the CTRMA to consider certain factors in the establishment of tolling policies and to initiate a process for receiving public input on the establishment of such policies; and

WHEREAS, the CTRMA Planning Committee, working with staff and the CTRMA's consultants, has initiated a process for receiving public input on tolling policies and has developed draft recommendations concerning tolling policies for the purposes of receiving further public input; and


WHEREAS, the Planning Committee recommends for consideration by the full Board for purposes of receiving public input the draft tolling policies in Attachment "A";

NOW THEREFORE, BE IT RESOLVED, that CTRMA Board of Directors approves for public comment the draft tolling policies recommended by the CTRMA Planning Committee attached hereto as Attachment "A"; and

BE IT FURTHER RESOLVED, that the Board of Directors will hold a public hearing on the draft tolling policies November 10, 2004 at 7:00 p.m. at the Norris Conference Center located in Northcross Mall, 2525 West Anderson Lane, Austin, Texas.

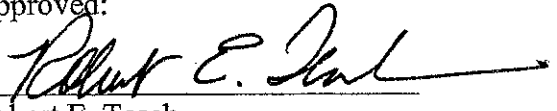
Adopted by the Board of Directors of the Central Texas Regional Mobility Authority on the 27th day of October, 2004.

Submitted and reviewed by:



C. Brian Cassidy
Legal Counsel for the Central
Texas Regional Mobility Authority

Approved:



Robert E. Tesch
Chairman, Board of Directors
Resolution Number 04-54
Date Passed 10/27/04

Toll Policy	Level of Flexibility (LOF)	DRAFT Proposed CTRMA Toll Policy
Primary Issues		
Toll Collection Operating Policies		
Discount for using ETC lanes	2	10% ETC Discount (for a valid Toll Tag transaction)
Speed Enforcement in Toll Lanes		The CSC will not be used to notify patrons of speed violations.
Customer Service Center/Violation Processing Center Operating Policies		
House Bill 3588	1	All users of CTRMA toll roads, with the exception of emergency vehicles, are required to pay a toll. Introductory incentive programs will be funded as Marketing Expenses.
Dealing with customers that use toll tag lanes without toll tags.	2	<p>If a patron who realizes they caused a non-tag transaction contacts the CSC and establishes (or re-establishes, if the patron is a customer with an invalid account) a valid funded account within 3 days after the non-tag transaction was committed, the administrative fee will be waived, and the toll amount will be deducted from the account balance.</p> <p>In the event that the non-tag customer does not post to a valid account within that timeframe, the non-tag customer will receive a "Notice of Nonpayment" for the toll amount plus a \$25 administrative fee. If the non-tag customer contacts the CSC within 30 days after the notice is mailed and establishes (or re-establishes) a valid funded account, part or all of the administrative fee may be waived, and the remainder of the fee plus the original toll will be deducted from the account balance.</p> <p>Have a graduated waiver of non-tag transactions for over an 18 month period, i.e. first 6 months waive all; second 6 months waive \$15; third 6 months waive \$10. After 18-24 months, no more waivers.</p>
Violation Enforcement Strategies	3	If the notice amount is not received or posted to a valid account within 30 days after the notice is mailed, the non-tag transaction becomes a violation and a Collection Agency will be used to attempt collection of the amount owed plus the additional Collection Agency's fee. If after 90 days, the Collection Agency is unsuccessful in collecting the amount owed, the violator will be issued a court citation subject to the toll amount due, plus a \$100 administrative fee, plus court costs and a court fine of up to \$250.
Establish ETC Tag Account Types		
Individual -- prepaid	2	Individual accounts (Registered or Unregistered) are pre-paid, and can be established and maintained by credit card, debit card, ACH, money order, check, and/or cash.
Individual -- commuter (discount)	2	Other than the 10% ETC discount (see above), no specific commuter/frequent-user discount is available.
Individual -- HOV (discount)	2	Other than the 10% ETC discount (see above), no specific HOV discount is available.
Non-revenue (defined by law or policy)	1	<p>A Non-Revenue Account shall only be established for any organization which is explicitly exempt from the payment of tolls by state statute or CTRMA rules/regulations, and which is approved for non-revenue status by CTRMA.</p> <p>Non-Revenue tags/accounts will not be issued to emergency vehicles, however, marked emergency vehicles will be processed as a non-revenue U/O by the toll collector, or in the back-office by the rejection of the violation image.</p>
Business -- prepaid	2	Business accounts (Commercial) are pre-paid, and can be established and maintained by credit card, debit card, ACH, money order, check, and/or cash.
Business -- charge (bond posted)	2	Post-paid accounts are not supported.

Toll Policy	Level of Flexibility (LOF)	DRAFT Proposed CTRMA Toll Policy
Transponder Policy		
Deposit or Purchase of toll tag required	2	Tags are provided to customers (with an account) at no cost.
Tag remains the property of (CTRMA/TxDOT)	1	The tag will remain the property of CTRMA/TTA. Any remaining balances in account will be returned to customer upon return of Toll Tag.
Businesses	2	Same as Transponder Policies above.
Transponder Distribution		
How are tags distributed	3	<p>Tags are mailed a customer who opens their account or requests an additional tag via:</p> <ul style="list-style-type: none"> - Phone - IVR - Web-site - Fax - E-mail - Mail - On-line Retail Outlets <p>A customer may obtain (pick-up) a tag via:</p> <ul style="list-style-type: none"> - Walk-in (CSC or Remote Counter) - Kiosk - Vending Machine - Retail Outlet (on-line or off-line) - Lane attendant
Establish Account Set-Up and Maintenance Fees		
Individual - Initial Deposit	2	One tag, \$20 minimum account setup, low balance notification @ \$10.00 with minimum balance \$0.50 (each additional tag requires an additional \$20 setup amount). See Table 2 - (Account Parameters - Registered Accounts) and Table 3 (Fees & Charges).
Individual - Pre-paid Account	2	One tag, \$20 minimum account setup, low balance notification @ \$10.00 with minimum balance \$0.50 (each additional tag requires an additional \$20 setup amount). No replacement of lost or stolen tags. See Table 2 (Account Parameters - Unregistered Account
Business - Initial Deposit	2	Unlimited number of free tags (minimum 6 tags), \$30 per tag account setup. Low balance notification @ 1/2 of starting account balance with minimum balance \$0.50. See Table 2 (Account Parameters- Commercial Accounts) and Table 3 (Fees & Charges).

Toll Policy	Level of Flexibility (LOF)	DRAFT Proposed CTRMA Toll Policy
Secondary Issues		
Introductory Program Options		
Incentive offers	3	\$10 of free tolls for a new CTRMA customer (per account)
Customer Friendly Violation Enforcement Process	3	(See above)
Payment Methods		
Cash	2	Cash accepted at/via: - Walk-in (CSC or Remote Counter) - Mail - Kiosks (on-line) - Retail Outlet - Lane attendant
Check	2	Checks and Money Orders accepted at/via: - Walk-in (CSC or Remote Counter) - Mail - Retail Outlet - Lane attendant
Credit Card	2	Credit Cards (and Debit Cards not requiring PINs) accepted at/via: - Walk-in (CSC or Remote Counter) - Phone - IVR - Web-site - Fax - E-mail - Mail - Kiosks (on-line) - Retail Outlet
Debit Card		See Credit Card information above. Debit Cards requiring PINs are not supported.
Account Set Up Methods		
Mail In	2	Signatures are not required to establish an account. Tag usage acknowledges customer's acceptance of the program's Terms and Conditions. People may establish a Registered Account at/via: - Walk-in - Phone - Web-site - Fax - E-mail - Mail - Kiosk (on-line) - Retail Outlet (on-line)
Fax In	2	
Walk In	2	
Phone In	2	
Web Access	2	
In addition, people may obtain a tag kit for an Unregistered Account at/via: - Walk-in - Retail Outlet - Vending Machine - Lane attendant		

Toll Policy	Level of Flexibility (LOF)	DRAFT Proposed CTRMA Toll Policy
Account Terms and Conditions		
Individual	2	Individual
Non Revenue	2	Non Revenue
Business	2	Business
Toll Disputes		
Toll Dispute Processing	2	Customers may dispute a violation via the web-site or by contacting the Customer Service Center (CSC) by walk-in, phone, mail, e-mail, or fax.
Others Issues		
Other ETC Tag Account Types		
LEV	3	10% Toll Tag Discounts
CAP Metro Bus	3	10% Toll Tag Discount - same rate as cars
School Bus	3	10% Toll Tag Discount - same rate as cars
Emergency Vehicles	1	Non-Revenue tags/accounts will not be issued to emergency vehicles, however, marked emergency vehicles will be processed as a non-revenue U/O by the toll collector, or in the back-office by the rejection of the violation image.
Time of day/congestion pricing	3	No congestion pricing
Daily use fee	2	No daily use fee
Express buses	3	10% Toll Tag Discount - same rate as cars
Other mass transit providers	3	10% Toll Tag Discount - same rate as cars
Toll Road Opening Programs		
Discount for new customers		\$10 free tolls on new toll tag issue.
Discounts for CTRMA tag users		See Introductory Program options.
Step or No Charge for Introductory Period		Six-month Introductory Period: Four weeks free usage for all. Up to eight weeks free usage for toll tag customers and 50% reduction for toll tag customers for additional four months.
Commuter Discount		None
HOV Discount		None
LEV Discount		None