

TEXAS DEPARTMENT OF TRANSPORTATION 2023-2024 EDUCATIONAL SERIES TOLL ROAD OPERATIONS

- TxTag and TxDOT Toll Road Operations
- Statewide Toll Operations
- TxDOT Veteran Toll Waiver Program
- TxTag.org
- TxTag Fee Structure
- TxDOT Toll Road Maps

TxDOT RESOURCE LINKS

Scan the QR codes with your mobile device or click on the resource link to direct you to additional resources and more details on the information provided in this document.



Texas Department of Transportation

TxDOT's public website for agency information and resources focused on meeting the needs of drivers, businesses, government officials, and those who want to learn more about TxDOT.



TxDOT 2023-2024 Educational Series

TxDOT's complete 2023-2024 Educational Series that focuses on a range of transportation issues affecting TxDOT and the State of Texas.



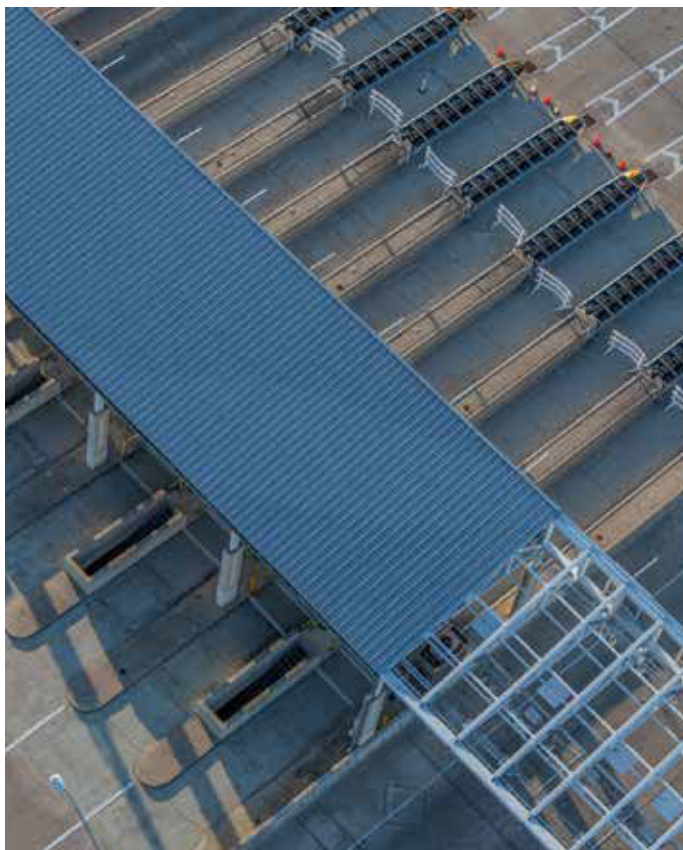


OVERVIEW

State law authorizes a variety of governmental entities, including regional mobility authorities, regional and county toll authorities, and the Texas Department of Transportation (TxDOT) to develop and operate public toll roads. TxDOT is the only statewide toll authority in Texas.

TxDOT and the Texas Transportation Commission have limited legal oversight roles that vary for each type of toll authority in the state.

TxDOT's network of approximately 220 centerline miles of toll roads includes some of the toll roads around Austin (Central Texas Turnpike System); several segments of the Grand Parkway (State Highway 99) and State Highway 249 in the greater Houston area; and several different tolled facilities in the Dallas-Fort Worth Metro area. TxDOT is responsible for the development and maintenance of all TxDOT toll facilities and uses a contracted vendor to provide customer payment management services that support toll operations on TxDOT toll roads, except for those in the Dallas-Fort Worth Metro area. In accordance with state law, TxDOT has an arrangement with the North Texas Toll Authority (NTTA) to provide toll operations support for TxDOT's Dallas-Fort Worth Metro area toll facilities.



TxTAG AND TxDOT TOLL ROAD OPERATIONS

TxDOT oversees toll collection services for most TxDOT toll facilities, which includes TxTag services, Pay By Mail services, web support, toll collection systems integration, back-office operations, customer service center operations, and interoperability coordination with other toll authorities.

CUSTOMER SERVICE, TOLL COLLECTIONS, AND TOLL FEES

TxDOT's toll operation manages the planning, development, processes, maintenance, and reporting of toll collection services for TxDOT toll roads, including the following:

- TxTag and Pay By Mail marketing, communications, and web support;
- Toll collection system design, integration, operation, and maintenance;
- Customer service center operations including the call center and five walk-in facilities (two TxTag customer service center locations and three Department of Public Safety Mega Centers.);
- Inventory, maintenance and distribution of TxTags;
- Toll management systems contracting;
- Compliance monitoring of Toll Service Agreements for TxDOT toll roads;
- Required transaction, toll revenue, and expense reporting;
- Toll revenue collection, reconciliation, and disbursement in accordance with legal requirements, which vary by toll road;
- Toll violation enforcement management;
- Commercial/business and fleet programs;
- Oversight of various statewide toll activities;
- Coordination, support, and contract management for traffic and revenue studies; and
- State and national interoperability between toll entities.

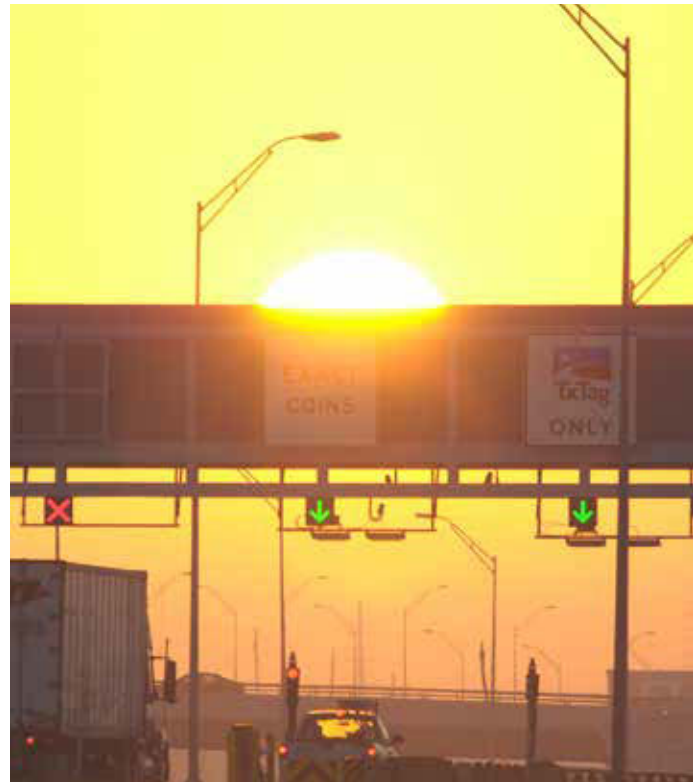
TxDOT toll collection efforts focus on minimizing the number of unpaid tolls so that TxDOT can meet the debt, operations, and maintenance obligations of its toll facilities. These operations include reconciling transactions and distributing revenue in accordance with toll project agreements, reporting revenue collections data, and accounting for the toll payments collected and processed under interoperability agreements with other toll authorities.

TxDOT's toll collection, enforcement, and Pay By Mail programs allow a customer to:

- Prepay tolls with a TxTag account;
- Check toll expenses and account balance or make payments to an account online or by phone;
- Authorize automatic replenishment of account through the withdrawal of funds from the customer's bank account;
- Send a written request for a review of the toll charges contained in an invoice;
- Limit the Class C Misdemeanor to one charge of \$250 per year for two or more unpaid invoices; and
- Receive Pay By Mail invoices electronically.

The Texas Transportation Commission set the current maximum amount of the administrative fee that TxDOT charges for failure to pay for the use of a toll road at \$4 per month per invoice, for a maximum of \$48 per year, as long as the tolls remain unpaid (see TxTag Fee Structure on page 5). Pursuant to state law, this administrative fee cap only applies to toll collections for the following TxDOT toll facilities:

- State Highway 130 (Austin to Seguin);
- Loop 1 (Austin) – excludes MoPac managed lanes under the jurisdiction of the Central Texas Regional Mobility Authority;
- State Highway 45N (Austin);
- State Highway 45SE (Austin);
- State Highway 99 - Grand Parkway (Houston) – excludes portions under the jurisdiction of the Fort Bend County Toll Road Authority;
- State Highway 249 (Houston).



STATEWIDE TOLL OPERATIONS

Recent changes to state law address various toll billing and payment practices for all toll entities, including TxDOT, to provide more uniformity and predictability to toll billing across the state. These changes in law include:

- Requiring all toll entities, prior to mailing an invoice or a notice of unpaid tolls to a customer or charging any administrative fee, to first determine whether there is an active account connected to a vehicle transponder. If the account exists, the toll entities must pay the toll from the account;
- Requiring that notices or invoices for unpaid tolls sent by tolling entities clearly state that the document is a bill that must be paid; and
- Allowing toll entities to provide invoices via email to customers who authorize this contact delivery method.

These recent changes in state law also address requirements for electronic toll tag customers using a transponder. These include requiring the customer to:

- Activate and mount the transponder in accordance with the procedures provided by the toll entity;
- Provide to the toll entity accurate license plate and customer contact information; and
- Update all customer information as required by the toll entity.

TxDOT VETERAN TOLL WAIVER PROGRAM

As allowed by state law and policy of the Texas Transportation Commission, TxDOT currently waives tolls on several Texas roads for qualified vehicles of eligible veterans. TxDOT's Veteran Toll Waiver Program is available to the owners of vehicles that, at the time of the toll transaction on a participating TxDOT toll road, are:

- Registered with the State of Texas, Texas Department of Motor Vehicles;
- In compliance with all TxDOT program rules and requirements; and
- Issued and properly displaying one of the following qualifying specialty license plates:

- Congressional Medal of Honor;
- Air Force Cross (Legion of Valor);
- Distinguished Service Cross (Legion of Valor);
- Purple Heart; or
- Disabled Veteran.

For the most up-to-date information on TxDOT's Veteran Toll Waiver Program such as eligibility requirements and applicable toll roads, please visit txtag.org, key word search "Veteran Discount Program."

To see if you are eligible for a qualifying license plate, veterans should visit the Texas Department of Motor Vehicles. Vehicle owners may resolve any problems or discrepancies with vehicle registrations or with specialty license plates with the Texas Department of Motor Vehicles.

TxTAG FEE STRUCTURE

THIS FEE STRUCTURE IS PER INVOICE/STATEMENT



First Statement

Mail Fee
(\$1.15) = \$1.15



Past Due Statement

Add 2nd Mail Fee + Late Fee
(\$1.15 + \$1.15 + \$4.00) = \$6.30



Final Notice

Add 3rd Mail Fee + 2nd Late Fee
(\$1.15 + \$1.15 + \$1.15 + \$4.00 + \$4.00) = \$11.45



Account Eligible for Collections Status

Add 4th Mail Fee + 3rd Late Fee
(\$1.15 + \$1.15 + \$1.15 + \$1.15 + \$4.00 + \$4.00 + \$4.00) = \$16.60

- Late fees may not exceed \$48 in one calendar year.
- All fees are in addition to tolls that are owed.
- Electronic statements do not include a mailing fee.



TxDOT TOLL ROADS



CONNECTING YOU WITH TEXAS

RESOURCES



TEXAS DEPARTMENT OF TRANSPORTATION

PROJECT TRACKER

Project Tracker is the gateway to up-to-date information about TxDOT highway improvement projects, providing 24/7-access to the public, employees, and elected officials.



TxDOT is committed to your safety and to the reliability of the information contained on this site. While road conditions can change rapidly, DriveTexas.org is an industry leader in providing some of the most accurate and up-to-date travel-related information currently available to drivers in Texas. Information presented here is as close to real time as possible. For those who use our roads, please do not use this site while operating a motor vehicle.

Be Safe. Drive Smart. Thank you!



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PERFORMANCE DASHBOARD

STRATEGIC GOALS

TxDOT's performance dashboard provides a transparent way to show how we are doing as an agency. We highlight performance measures related to the seven strategic goals that guide our mission of Connecting You with Texas: Promote Safety, Optimize System Performance, Preserve Our Assets, Deliver the Right Projects, Focus on the Customer, Foster Stewardship and Value Our Employees.



TEXAS DEPARTMENT OF TRANSPORTATION

GOVERNMENT AFFAIRS

TxDOT's Government Affairs Division works closely with government on both the state and federal levels through the State Legislative Affairs and Federal Affairs sections.

