

TOLL ROAD OPERATIONS

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TOLL ROAD OPERATIONS

OVERVIEW

Texas toll roads are operated by various authorized governmental entities, including regional mobility authorities and state, regional and county toll authorities. The Texas Department of Transportation (TxDOT) and the Texas Transportation Commission have limited legal oversight roles that vary for each type of toll authority in Texas. Different toll authorities are governed by different sections of the Texas Transportation Code (see *Toll Roads and Toll Bridges in Texas Map* on page 6-7).

TxDOT is the sole state-wide toll authority and TxDOT's network of approximately 230 centerline miles of toll roads includes the Central Texas Turnpike System around Austin and several segments of the Grand Parkway (State Highway 99) in Harris, Montgomery and Chambers Counties. TxDOT toll elements in the Dallas-Fort Worth Metro area have back office toll operations provided by the North Texas Toll Authority (or "NTTA") as required by Section 366.038, Texas Transportation Code.

TxDOT TOLL ROAD OPERATIONS

TxDOT oversees toll collection operating services for certain toll roads. This includes TxTag marketing, web support, toll collection systems integration, back office operations, customer service center operations, regional mobility authority operational support, interoperability coordination with other toll authorities and toll management systems contracting and installations.

TxDOT is responsible for the following functional areas that support toll operations on certain toll roads:

- Customer Service and Marketing for TxTag.
- Project Development for TxDOT-managed toll roads.
- Administration.
- Revenue Collection.
- Quality Assurance.

Customer Service

TxTag's customer service employees communicate with customers to establish and maintain accounts and receive payments as well as to answer questions and concerns regarding TxDOT's toll facilities and toll collections process. The functions that support these efforts include:

- The inventory and distribution of TxTags.
- Receiving, processing and reconciling TxTag and Pay By Mail transactions.
- Receiving and posting TxTag account payments.
- Interoperable reciprocity with other toll operators.
- Processing and violation reconciling.





Administration

For TxDOT-operated toll roads there are two services operated by separate private-sector vendors that manage:

1. Toll collection and customer service systems (Conduent).
2. The technology infrastructure (Transcore).

The customer service center system vendor (Conduent) manages the toll collection and customer service systems, which include managing the TxTag customer accounts and TxTag inventory. Additionally, this vendor manages the call center, the website and other customer service options. This vendor also serves as a consolidation point where transaction processing interfaces with payment processing between all Texas toll agencies and systems. The Toll Management System vendor (Transcore) provides the technology infrastructure that includes in-lane vehicle classification, violation imaging and video auditing components.

Revenue Collections

Revenue collection efforts focus on maximizing payment collections of tolls and minimizing unpaid tolls. These operations include reconciling transactions and distributing revenue in accordance with project agreements, reporting revenue collections data and accounting for the toll payments collected and processed under interoperability agreements with other Texas toll authorities.



SENATE BILL 312 (85R, 2017)

SB 312 made significant changes to TxDOT's toll collection, enforcement and Pay By Mail processes. These changes in law now:

- Allow TxDOT customers to send a written request for a review of the toll assessments contained in an invoice.
- Cap the amount of the administrative fee to \$6 per unpaid invoice, with a maximum of \$48 in a 12-month period (*see TxTag Fee Structure on page 4*).
- Limit the current \$250 Class C Misdemeanor to one charge per year for a customer that has two or more unpaid invoices.
- Allow TxDOT to provide Pay By Mail toll customers the option to receive invoices electronically.

The previous law required TxDOT to send paper invoices for all Pay By Mail toll transactions (transactions for customers who choose not to use electronic TxTag toll services). The changes that SB 312 made to toll collections, enforcement and Pay By Mail processes only apply to TxDOT operated toll roads.

As of March 1, 2018, the Texas Transportation Commission set the maximum amount of the administrative fee to be charged for failure to pay for the use of a toll road at \$4 per month/invoice (for a maximum of \$48 per year), as long as the tolls remain unpaid. This only applies to TxDOT facilities including:

- State Highway 130 (Austin).
- Loop 1 (Austin) excludes MoPac managed lanes operated by Central Texas Regional Mobility Authority.
- State Highway 45N (Austin).
- State Highway 45SE (Austin).
- State Highway 99 (Houston - Grand Parkway) – excludes portions operated by Fort Bent County Toll Road Authority.

TxTag Fee Structure (As of March 1, 2018)



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 not to exceed \$48 in one calendar year. All fees are in addition to tolls that are owed.

VETERAN TOLL DISCOUNT PROGRAM

Pursuant to current state law, and current policy of the Texas Transportation Commission, TxDOT currently waives tolls on several Texas roads for eligible veterans. Section 372.053, Texas Transportation Code, provides that the legislature may appropriate funds to a toll entity to defray the costs of providing free or discounted use of the toll roads under the program. The legislature did not specifically appropriate funds to TxDOT in the Fiscal Year 2018–2019 biennium for this purpose. Therefore, the Texas Transportation Commission took action to fund the program for the biennium.



To be eligible to participate in the Veteran Toll Waiver Program, TxDOT requires that at the time of the transaction the vehicle must be:

- Registered with the State of Texas, Texas Department of Motor Vehicles.
- Issued a qualifying specialty plate and properly display the qualifying license plates:
 - Congressional Medal of Honor.
 - Air Force Cross (Legion of Valor).
 - Distinguished Service Cross (Legion of Valor).
 - Purple Heart.
 - Disabled veterans.
- Operated on a participating TxDOT toll road.

To find eligibility status, veterans should visit the Texas Department of Motor Vehicles. 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. The toll roads included in TxDOT's Veteran Toll Waiver Program include:

CENTRAL TEXAS TURNPIKE SYSTEM (CTTS)

– AUSTIN METRO AREA

- State Highway 130: Segments 1 through 4, from Interstate Highway 35 to United States Highway 183.
- State Highway 45N.
- Loop 1: Northward from the non-tolled portion of Loop 1 at Parmer Lane to the State Highway 45N.
- State Highway 45SE.

GRAND PARKWAY (STATE HIGHWAY 99)

– HOUSTON METRO AREA

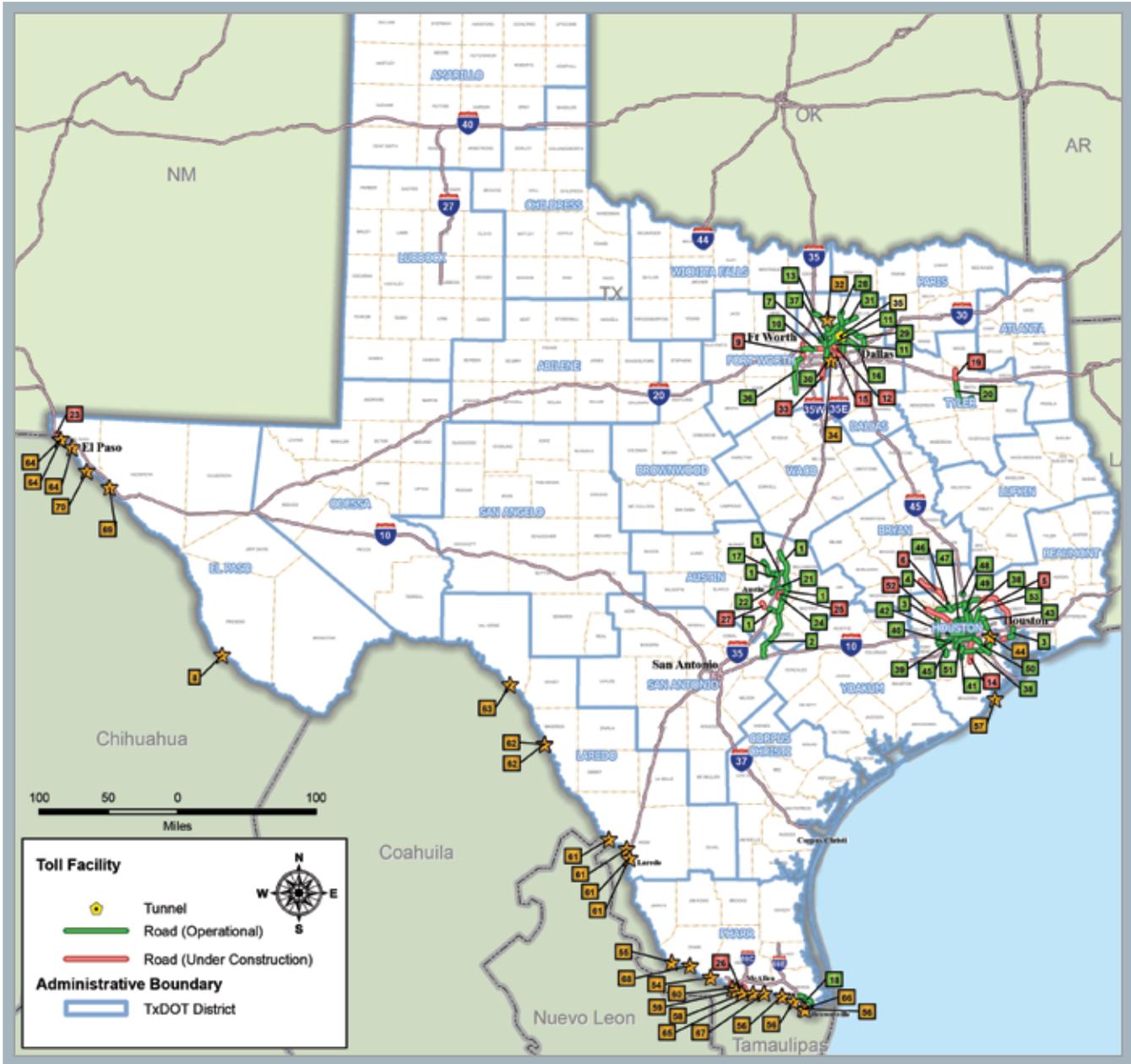
- Segments E, F-1, F-2, and G provide travel between I-10 and US 59N on the west and northwest side of Houston (this segment also includes a small portion of Segment D near I-10).
- Segment I-2 extends from Interstate 10 south to Fisher Road in Chambers County, east side of Houston (this toll road segment is near Baytown).

DALLAS TOLL ROADS – DALLAS METRO AREA

- DFW Connector (State Highway 114/121).
- The managed lanes located in the existing median on State Highway 114.
- I-30 Managed Lanes: From Sylvan Avenue in Dallas County to just west of Center Street in Tarrant County.
- I-635E Express Lanes: From US 75 to I-30.
- I-35E Managed Lanes: Span 18 miles from Denton County to Dallas County.



Toll Roads & Toll Bridges in Texas Map





FOR MORE INFORMATION



SCAN WITH SMART PHONE

Find a current map of Toll Roads and Bridges at www.txdot.gov keyword search "Toll Roads and Toll Bridges Map".

STATEWIDE TOLL AUTHORITIES

Facilities currently operated by TxDOT or by private contract to TxDOT

- 1. Central Texas Turnpike System: (SH 130 Segment 1-4, Loop 1, SH 45N SH 45SE)
- 2. SH 130, Segments 5 and 6 (Concession)
- 3. SH 99 Grand Parkway, Segment E and I-2 (toll lanes)
- 4. SH 99 Grand Parkway, Segments F1, F2, & G
- 5. SH 99 Grand Parkway, Segments H, I-1 & I-2
- 6. SH 249 Extension Segment 1 & 2 (Grimes-Montgomery)
- 7. DFW Connector
- ★ 8. Presidio – Ojinaga International Bridge (Toll on Mexico side only)
- 9. North Tarrant Express, Segment 3A (Concession - under construction) & 3B - open
- 10. North Tarrant Express, Segments 1 & 2W (Concession)
- 11. I-635 LBJ Managed Lanes (Concession)
- 12. SH 183 Managed Lanes (Midtown Express) (Incl toll portions of Lp 12-under constr. & SH 114-open)
- 13. I-35E Managed Lanes
- 14. SH 288 Harris County (Concession)
- 15. Tom Landry Freeway (I-30) Managed Lanes (Phase 1 & 2 of 3 open)
- 16. I-635 East (HOT Conversion)

REGIONAL MOBILITY AUTHORITIES (RMA) (Transportation Code, Chapter 370)

Facilities currently operated or under construction by RMAs

- 17. US 183A Phase 1 and Extension Merged
- 18. SH 550 (Cameron County RMA)
- 19. Toll 49 - Section 4 (Lindale Relief Route) (Northeast Texas RMA)
- 20. Toll 49 - Sections 1-2, 3A, 3B, and 5 (Northeast Texas RMA)
- 21. Manor Expressway 290 Toll / 183 Toll Lanes (Central Texas RMA)
- 22. Loop 1 (MoPac Improvement Project) (Central Texas RMA)
- 23. Loop 375 Border West Expressway (Camino Real RMA) (toll portions) (construction by TxDOT)
- 24. SH 71 Express Lanes (Construction by TxDOT) (Central Texas RMA)
- 25. US 183 South (Bergstrom Expressway) (Central Texas RMA)
- 26. SH 365 (Hidalgo RMA)
- 27. SH 45SW (Central Texas RMA)

REGIONAL TOLL AUTHORITIES (Transportation Code, Chapter 366)

Facilities currently operated or being constructed by North Texas Tollway Authority

- 28. Dallas North Tollway
- 29. President George Bush Turnpike with Eastern Extension
- 30. President George Bush Turnpike Western Extension
- 31. Sam Rayburn Tollway / SH 121
- ★ 32. Lewisville Lake Bridge
- 33. SH 360
- ★ 34. Mountain Creek Lake Bridge
- ★ 35. Addison Tunnel
- 36. Chisholm Trail Parkway
- 37. International Parkway

COUNTY TOLL AUTHORITIES (Transportation Code, Chapter 284)

Facilities currently operated by County Toll Authorities

- 38. Hardy Toll Road with Airport Connector (HCTRA)
- 39. Westpark Tollway (HCTRA)
- 40. Westpark Tollway (FBCTRA)
- 41. Fort Bend Parkway Toll Road (FBCTRA)
- 42. Katy (I-10) Managed Lanes (HCTRA)
- 43. Sam Houston Tollway (HCTRA)
- ★ 44. Sam Houston Parkway Ship Channel Bridge (HCTRA)
- 45. SH 99 Grand Pkwy Segment D (toll lanes) (FBCTRA)
- 46. SH 249 Tomball Tollway Phase 1 (HCTRA)
- 47. SH 249 to WB Sam Houston Tollway Direct Connector (HCTRA)
- 48. I-45 / SH 242 Direct Connector (MCTRA)

METROPOLITAN RAPID TRANSIT AUTHORITIES (Transportation Code, Chapter 451)

Facilities currently operated or being constructed by Metropolitan Rapid Transit Authorities

- 49. I-45 North Gulf Freeway HOT Lanes (METRO)
- 50. I-45 South Gulf Freeway HOT Lanes (METRO)
- 51. US 59 Southwest Freeway HOT Lanes (METRO)
- 52. US 290 Northwest Freeway HOT Lanes (METRO) (HOT Lanes and Extension)
- 53. US 59 Eastex Freeway HOT Lanes (METRO)

FERRIES AND CERTAIN TOLL BRIDGES (Transportation Code, Chapter 342)

- ★ 54. Los Ebanos Ferry (Privately Owned)

TOLL BRIDGES IN COUNTIES BORDERING THE RIO GRANDE (Transportation Code, Chapter 364)

- ★ 55. Starr County: Roma - Ciudad Miguel Aleman
- ★ 56. Cameron County: (3 Bridges, one joint ownership with the City of Brownsville: Gateway, Veteran's and Free Trade Int'l bridges)

ROAD DISTRICTS (Transportation Code, Chapter 365)

- ★ 57. Galveston County Road District #1 (1 Bridge: San Louis - Vacek Pass Bridge)

MUNICIPAL TOLL BRIDGES OVER THE RIO GRANDE (Transportation Code, Chapter 367)

- ★ 58. Pharr International (Pharr - Reynosa Bridge)
- ★ 59. City of McAllen (McAllen - Hidalgo - Reynosa Bridge)
- ★ 60. Anzalduas International Bridge
- ★ 61. City of Laredo (4 bridges: Gateway to the Americas, Colombia-Solidarity, World Trade Bridge & Juarez-Lincoln)
- ★ 62. City of Eagle Pass (2 bridges: Piedras Negras and Camino Real International Bridge)
- ★ 63. City of Del Rio (1 bridge Del Rio - Ciudad Acuna bridge)
- ★ 64. City of El Paso (3 bridges: Good Neighbor, Ysleta-Zaragoza & Paso del Norte) (Paso del Norte - Mexico collects tolls on northbound vehicles)
- ★ 65. City of Donna (1 bridge: Alliance International Bridge)

Private toll bridges operating not covered by state statutes

- ★ 66. B&M Bridge - Brownsville, TX (1908 Federal Statute)
- ★ 67. Weslaco-Progreso International Bridge, known locally as B&P Bridge (1928 Federal Statute)
- ★ 68. Rio Grande City - Camargo Bridge - Rio Grande City, TX

Other International Border bridges

- ★ 69. El Porvenir International Bridge (Fort Hancock, TX)
- ★ 70. Tornillo-Guadalupe International Bridge (Fabens, TX)



TEXAS DEPARTMENT OF TRANSPORTATION



VALUES:

People

People are the Department's most important customer, asset, and resource. The well-being, safety, and quality of life for Texans and the traveling public are of the utmost concern to the Department. We focus on relationship building, customer service, and partnerships.

Accountability

We accept responsibility for our actions and promote open communication and transparency at all times.

Trust

We strive to earn and maintain confidence through reliable and ethical decision-making.

Honesty

We conduct ourselves with the highest degree of integrity, respect, and truthfulness.

VISION:

A forward-thinking leader delivering mobility, enabling economic opportunity, and enhancing quality of life for all Texans.

MISSION:

Through collaboration and leadership, we deliver a safe, reliable, and integrated transportation system that enables the movement of people and goods.

GOALS AND OBJECTIVES:

- **Deliver the Right Projects** – Implement effective planning and forecasting processes that deliver the right projects on-time and on-budget.
- **Focus on the Customer** – People are at the center of everything we do.
- **Foster Stewardship** – Ensure efficient use of state resources.
- **Optimize System Performance** – Develop and operate an integrated transportation system that provides reliable and accessible mobility, and enables economic growth.
- **Preserve our Assets** – Deliver preventive maintenance for TxDOT's system and capital assets to protect our investments.
- **Promote Safety** – Champion a culture of safety.
- **Value our Employees** – Respect and care for the well-being and development of our employees.



This document is part of an educational series on transportation issues produced by the Texas Department of Transportation. This document, the full Educational Series and other helpful resources can be found online at

www.txdot.gov keyword search "State Legislative Affairs".