



CENTRAL TEXAS
Regional Mobility Authority
TOLL COLLECTION BUSINESS RULES

Version 2.0
April 2017

FINAL

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Revision History

Date	Version	Author	Description of Modifications
February 16, 2012	1.0	B. (Alkire) Jewell, MBI Consulting, Inc.	Created.
March 23-27, 2012	1.1	B. (Alkire) Jewell, MBI Consulting, Inc.	Edited after the Mobility Authority's review and comment.
April 2017	2.0	A. Bishop, Fagan Consulting	Modifications to existing business rules to match current processing and new RMA needs.

Document References

Title and Description	Version
<p>Failure to Pay Toll Statute From the Texas Transportation Code Regional Mobility Authorities</p> <p>(Also found in the CTRMA, NET RMA PBM RFP Appendix G dated March 31, 2017)</p>	<p>Added by Acts 2003, 78th Leg., ch. 1325, § 2.01, eff. June 21,</p> <p>2003. Amended by Acts 2005, 79th Leg., ch. 23, § 2, eff. Sept. 1,</p> <p>2005; Acts 2005, 79th Leg., ch. 281, § 2.70, eff. June 14, 2005.</p>
<p>CTRMA The Mobility Authority Business Rules – Draft.</p> <p>Prepared For Central Texas Regional Mobility Authority</p> <p>By MBI Consulting, Inc.</p>	<p>Version 1.1,</p> <p>March 23-27, 2012</p>

CTRMA Violation Processing Business Rules -Draft. Prepared For Central Texas Regional Mobility Authority By MSB	Version 0.4, June 14, 2011
CTRMA Turnpike System - Toll System Development Project Requirements Matrix Prepared For Central Texas Regional Mobility Authority By Caseta Technologies	Version 3.1, July 29, 2006

1. Introduction

This document contains the business rules to which the Mobility Authority operates. This document is maintained by the Operations Division.

1.1 Purpose

The purpose of this document is to track and maintain the Mobility Authority’s business rules. This document is a living document. When a business rule is changed, the “Last Update” date will be updated with the date the rule was recorded. Any additional notes may be maintained in the revision history.

1.2 Definitions, Acronyms, Abbreviations

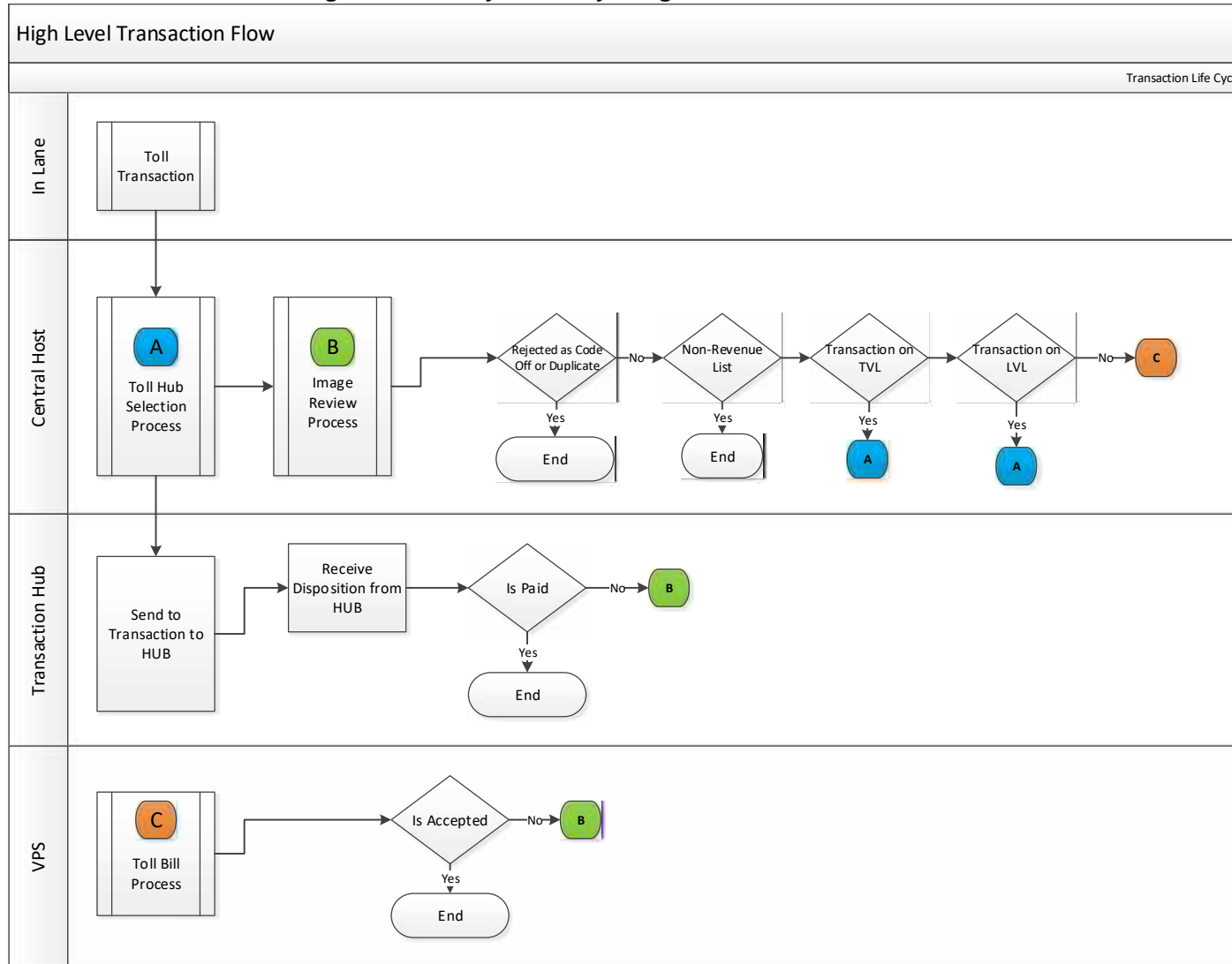
Term	Definition
AVC	Automatic Vehicle Classification is the toll lane system that detects and classifies vehicles based on the number of axles.
AVI	Automatic Vehicle Identification is the radio frequency system that identifies vehicles using transponders as they pass fixed antennas or readers to automatically charge the toll to the Customer.
Away Agency (a.k.a. Visited Authority)	An Interoperable Agency that is not the Customer’s Home Agency.
BOS	Back Office System is the toll processing system that contains the Host, Image Review, Customer Service and Violations Processing subsystems.
CSR	Customer Service Representative is a person that interacts with Mobility Authority Customers on its behalf.
DMV	Department of Motor Vehicles is the Texas state agency that provides vehicle registration information to the Mobility Authority.
ETC	Electronic Toll Collection is a means of toll revenue collection which uses AVI technology to automatically charge the toll to the Customer.
Exempt Vehicle	A vehicle that qualifies for non-revenue travel on the toll road
FIFO	First in, First Out describes the order in which payments are applied to outstanding transactions.
Home Agency	An Interoperable Agency which owns and maintains the customer account of vehicle(s) and transponder(s) to which interoperable toll transactions are posted.
ICD	Interface Control Document describes the technology, format, frequency, and processing requirements for data exchanged between systems.
I-Toll	A Video Transaction that is sent for posting, or is posted to a Customer Account.
LVL	License Plate Validation List is a comprehensive list of registered license plate accounts in use by a toll authority together with the current status (e.g., active, invalid) of the underlying customer account.

Term	Definition
NCOA	National Change of Address is a database that contains the names and addresses of people and businesses who have filed a change-of-address with the United States Postal Service.
OCR	Optical Character Recognition is software that extracts the number and jurisdiction from an image of a vehicle’s front or rear license plate.
PBM	Pay By Mail is an Account option for Customers that post-pay for their toll road usage based solely on their license plate(s).
Problem Plate	A license plate that is associated with a customer escalation in the system.
Processing Hub	Hub where AVI transactions and video based transactions are processed when a match is found on the TVL or LVL for the vehicle.
Transaction	An event that occurs when a vehicle travels through a tolling location where the event may or may not be associated with a transponder read. Refers to both a transponder or Video transaction.
Transponder	A device placed on or within a motor vehicle that is capable of transmitting or receiving information used to assess or collect tolls that results in recognizable vehicle identification for tolling purposes.
Transponder Transaction	Each electronic record of a toll that constitutes one toll payable from a customer, respecting a vehicle that (a) passes through a toll lane, (b) is equipped with a transponder issued by a Transponder Issuer, and (c) has a sufficient account balance at the time of posting or re-posting to pay in full the applicable toll rate.
TVL	Transponder Validation List is a comprehensive list of registered transponder accounts in use by a toll authority together with the current status (e.g., active, invalid) of the underlying customer account.
VPC	Video Processing Center is where video transactions are processed and posted to Pay By Mail accounts.
Video Transaction	Each electronic record of a toll and video image(s) of license plates and other video data with respect to a vehicle without a valid Transponder read and processed through Pay By Mail.
Violation	A video transaction that is not matched to a Transponder account and remains unpaid after initial invoicing.

2. Business Rules

The high-level transaction flow for the Mobility Authority is as follows:

Figure 1: Mobility Authority's High-level Transaction Flow



The following are general business rules that apply across subsystems.

Rule	Value	Condition/Rule Description	Last Update
BR-1	Axle-based	Vehicle classification methodology used at the Mobility Authority.	
BR-2	2 through 6	Allowable vehicle classifications.	
BR-3	<= 2 axles	Number of axles on a class 2 vehicle.	
BR-4	3 axles	Number of axles on a class 3 vehicle.	
BR-5	4 axles	Number of axles on a class 4 vehicle.	
BR-6	5 axles	Number of axles on a class 5 vehicle.	
BR-7	6+ axles	Number of axles on a class 6 vehicle.	
BR-8	AVI Toll Rate	Toll Rate used for Transponder Transactions and Video Transactions that are on the TVL and pursued through the Processing Hub.	
BR-9	Register by AVI Rate	Toll Rate used for Video Transactions that are on the LVL and pursued through the Processing Hub.	V2.0
BR-10	Pay By Mail Toll Rate	Toll Rate used for Video Transactions pursued through the Toll Bill process in the back office system (BOS).	

2.1 In-Lane Business Rules

The following are business rules that apply to the in-lane system.

Rule	Value	Condition	Last Update
BR-11	Vehicle presence (every vehicle's image is saved)	Reasons for saving an image of the vehicle in the lane.	
BR-12	Front and Rear	Images saved for each vehicle in the lane.	
BR-13	1 image	Number of images saved of the front of the vehicle.	
BR-14	1 image	Number of images saved of the rear of the vehicle.	
BR-15	AVC	Default vehicle classification (unless degraded).	
BR-16	Transponder class, if present, or class 2	Default vehicle classification if the AVC is degraded.	
BR-17		If multiple Transponders are read in the lane for 1 vehicle, the first valid Transponder is picked as the Transponder to charge. All other Transponder reads are recorded but not processed as a transaction.	
BR-18	\$0.00	Toll Rate indicated when the lane is closed.	
BR-19		Transponder reads that cannot be associated with a vehicle on the TVL are recorded as a spurious tag read but not processed as a transaction.	

2.2 Express Lane Processing Business Rules

Rule	Value	Condition	Last Update
BR-20	\$0.00 or (previous Toll Rate)	Toll Rate charged when the lane is closed	V2.0
BR-21	72 hours	Trips will be built within X hours	V2.0

2.3 Host Transaction Processing Business Rules

Rule	Value	Condition/Rule Description	Last Update
BR-22	Compare Transponders against TVL	First Step in the Transponder Transaction Process.	
BR-23	All, irrespective of status	Transponder Transactions sent to Processing Hub to determine if they will post against Home Agency customer accounts.	
BR-24		Transactions with a disposition of "Posted" from the Processing Hub will not be processed further.	
BR-25	999	Number of times a transaction can be re-submitted to the Processing Hub. It is expected that the time will expire before the number of retries.	V2.0
BR-26	60 days from the transaction date	Amount of time the Host must submit or re-submit a transaction to the Processing Hub for processing.	V2.0
BR-27		Transponder Transactions must have a rejected Processing Hub disposition before being sent to image review.	V2.0
BR-28	96 hours	Amount of time the Host should wait for a disposition from the Processing Hub before alerting the Mobility Authority of a potential problem.	V2.0
BR-29	15 days	Maximum amount of time the Host should wait for a disposition from Image Review before alerting the Mobility Authority of a potential problem.	V2.0
BR-30	6 months	Maximum amount of time images will be stored for paid AVI / I-TOLL transactions.	V2.0
BR-31	2.5 years from transaction date	Maximum amount of time images will be stored for all other transactions.	V2.0
BR-32		After Image Review, rejected images (a.k.a. "code offs") will not be pursued further.	
BR-33		After Image Review, if the transaction has not already been sent to the Processing Hub, it will be validated against the TVL and sent to the Processing Hub for processing.	V2.0
BR-34		After Image Review, if the transaction has not already been sent to the Processing Hub, it will be validated against the LVL (after the TVL) and sent to the Processing Hub for processing.	V2.0

Rule	Value	Condition/Rule Description	Last Update
BR-35		An Exempt Vehicle List (containing license plates and tags) is maintained so that vehicles, in accordance with the Mobility Authority’s non-revenue policy, are allowed non-revenue access. For example, First Responders are maintained on this list.	V2.0
BR-36		Exempt Vehicle List may be used for quarantining transactions from license plates that have special billing arrangements with the Mobility Authority.	
BR-37		Transactions rejected by the Processing Hub that have already been through Image Review will be compared against the Non-Revenue list before being sent for Toll Bill processing.	V2.0
BR-38		Transactions on the Non-Revenue list will not be processed further.	
BR-39	5 days from the transaction date	Transactions must be sent to VPC for processing within this amount of time.	V2.0

2.4 Image Review Business Rules

Rule	Value	Condition/Rule Description	Last Update
BR-40	Unlimited	Number of times an image can be reviewed.	
BR-41	OCR	First image review	
BR-42	2	Number of times an image review must match before the review is accepted.	
BR-43	30 days	Maximum amount of time an image should be in Image Review.	V2.0
BR-44		At any time, a supervisor may override the image review results prior to transaction leaving Image Review and the review will be accepted.	V2.0
BR-45	100%	Percentage of transactions and images requiring review after the transactions and images enter the Image Review process	
BR-46	No Plate, Motorcycle, Out-of-State, Plate Obscured, Unreadable Plate, Camera Issue	Manual Image “Code offs” during Image Review.	V2.0

2.5 Pay By Mail Customer Account Rules

Rule	Value	Condition/Rule Description	Last Update
BR-47	unlimited	Number of license plates on a regular PBM customer account when Registered Name and Address match from DMV for each license plate.	V2.0
BR-48	Registered Owner 1, Registered Owner 2 and Renewal Recipient when name match to Registered Owner 1	Name(s) and address(es) stored on the account when license plate is matched with DMV.	V2.0
BR-49	Registered Owner 1, if Renewal Recipient name matches Registered Owner but with new address, use Renewal Recipient	Address used on customer outgoing documents when license plate is matched with DMV.	V2.0
BR-50	30 days	Maximum number of days an attempt is made to find a match against the DMV database.	V2.0
BR-51		If no DMV match, log transaction for audit and reporting purposes.	V2.0
BR-52		Out of State license plates are skip-traced.	V2.0
BR-53	Manual	Out of State license plate lookup process.	V2.0
BR-54	Out of State name and address from lookup process	Name and address stored on the account when license plate lookup match.	V2.0
BR-55		If the owner of the vehicle is a company, the registered agent is looked up using the Texas Secretary of State.	V2.0
BR-56		If a registered agent is located outgoing documents are sent to the registered agent as well as the registered owner of the vehicle.	V2.0
BR-57	Make, model, plate number, and jurisdiction	Vehicle information stored on the account.	V2.0
BR-58		Owners of vehicles with temporary license plates are identified within the DMV e-Tag file by locating the registered owner at the time of the transaction.	V2.0

Rule	Value	Condition/Rule Description	Last Update
BR-59		Vehicles with dealer plates are identified within the DMV Dealer file by locating the registered owner at the time of the transaction.	V2.0
BR-60	NCOA	Service used for returned mail.	V2.0
BR-61	60 days	Timeframe that a paper plate identified in the e-Tag DMV file remains active after generation	V2.0

2.6 Prepaid License Plate Account Rules

Rule	Value	Condition/Rule Description	Last Update
BR-62		Prepaid License Plate accounts share the same rules as PBM Customer Accounts with the ability to carry a prepaid balance.	V2.0
BR-63		Posted transactions with an amount <= to the prepaid balance are paid in FIFO order from the account balance.	V2.0
BR-64		Should the account balance drop to \$0 or less, then the account is in a regular PBM Customer Account state.	V2.0
BR-65	6 months	Time period after which prepaid funds are refunded to the customer with no new transaction activity.	V2.0
BR-66	<= \$5	Balance on the account resulting in an email or SMS message, if information provided on the account, to the customer notifying of low prepaid balance.	V2.0
BR-67	1 time	Number of Low Prepaid balance emails or SMS messages sent between customer payments.	V2.0
BR-68	30 days	Timeframe after account requested for closure with an account balance > \$0 before a refund is generated	V2.0
BR-69		Prepaid funds are held in the Deferred Revenue Account for financial reporting	V2.0
BR-70	Monthly Report	Timeframe for reporting of Deferred Revenue Account activity debits and credits	V2.0

2.7 Transaction Filtering Business Rules

Rule	Value	Condition/Rule Description	Last Update
BR-71		Transactions with unknown record types are rejected by the Toll Bill process.	V2.0
BR-72		Transactions with an authority code that does not match the file's header record are rejected by the Toll Bill process.	V2.0
BR-73		Duplicate transactions are rejected by the Toll Bill process.	V2.0
BR-74	> 60 days from transaction date	Transaction age that will be rejected in the Toll Bill process.	V2.0
BR-75		\$0 Transactions are rejected in the Toll Bill process.	V2.0
BR-76		Transactions with cancelled license plates are rejected in the Toll Bill process.	V2.0

Rule	Value	Condition/Rule Description	Last Update
BR-77		Transactions with transferred license plates are rejected in the Toll Bill process.	V2.0
BR-78		Video Transactions are compared against the Exempt Vehicle database and are not pursued if there is a match.	V2.0
BR-79		Transactions for Problem Plates are sent to a supervisor for review before entering the Toll Bill process.	V2.0

2.8 Toll Bill Business Rules

The Toll Bill and Notice process is illustrated below.

Figure 2: Toll Bill and Notice Process

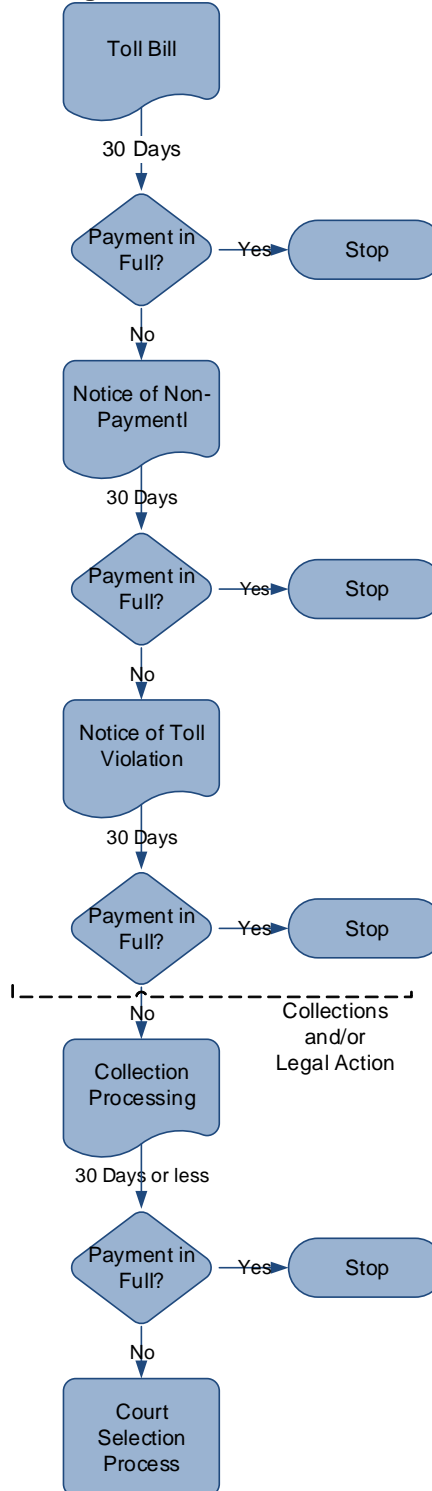
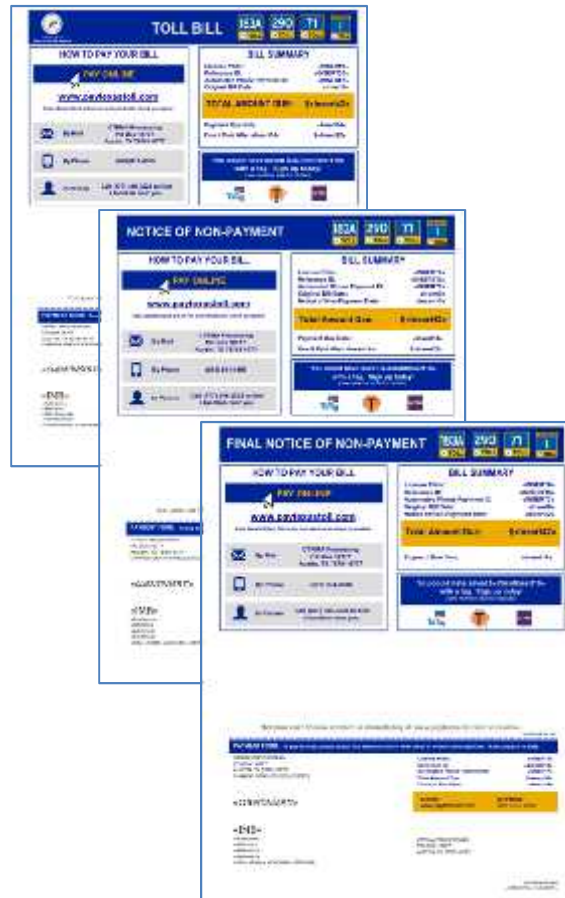


Figure 3: Toll Bills, Notices and Envelopes

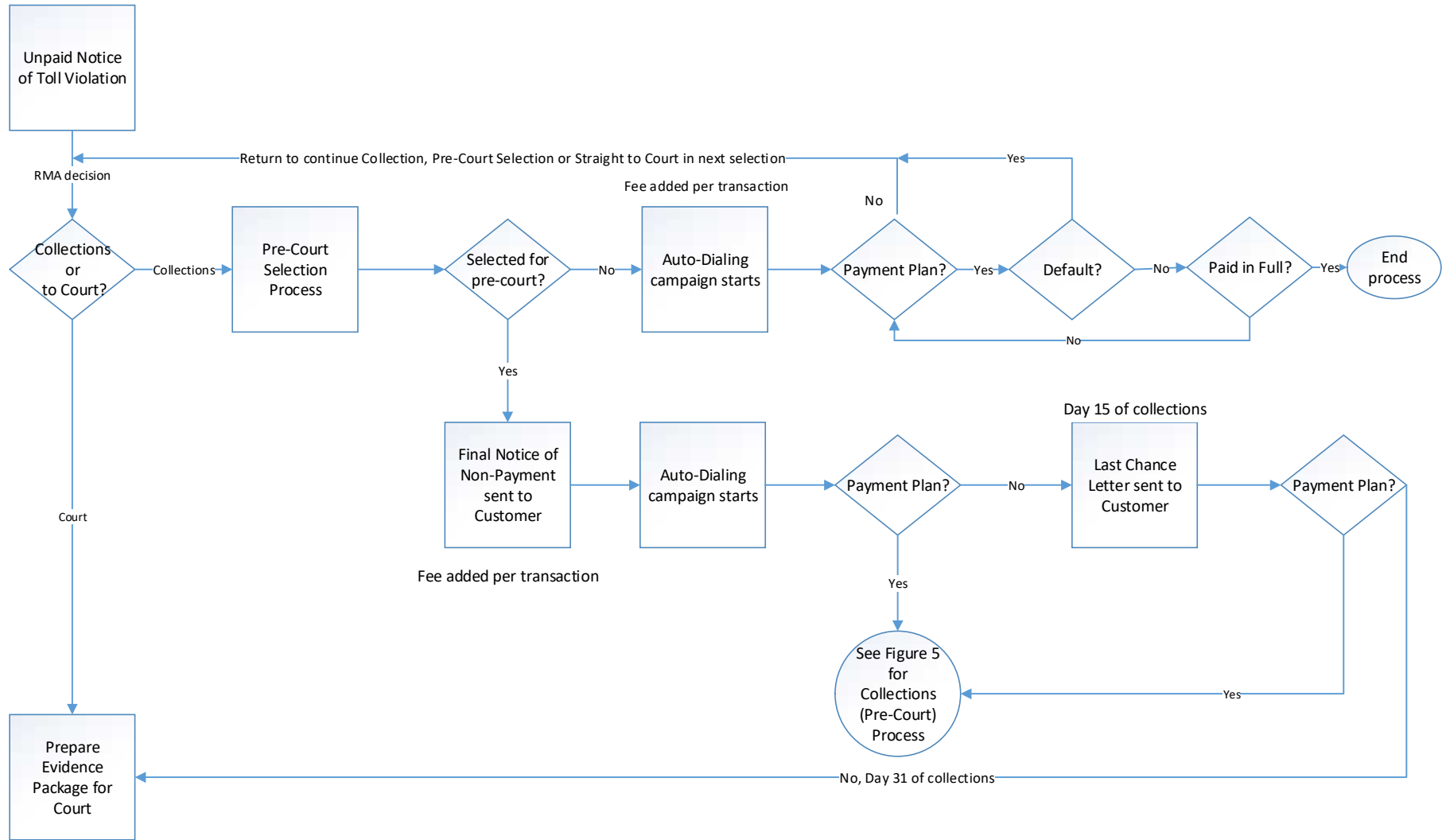


Rule	Value	Condition/Rule Description	Last Update
BR-80	Toll Bill	First step in PBM processing	V2.0
BR-81	Registered Owner 1, if Renewal Recipient name matches Registered Owner but with new address, use Renewal Recipient address	Address used when license plate is matched with DMV.	V2.0
BR-82	Registered Owner 1 and Registered Owner 2	Address(es) stored on the account.	V2.0
BR-83	For every new transaction/once per day	Frequency of DMV address lookup per license plate	V2.0
BR-84	Regular DMV license plate file, e-Tag (paper plate) file and Dealer plate file	DMV address file look-ups	V2.0
BR-85	every 30 days	Toll Bill rolling window number of days. If transactions are available or there is an outstanding balance, Toll Bills will be generated in this frequency per account.	V2.0
BR-86	AVI Toll Rate * 1.33	Pay By Mail Toll Rate	V2.0
BR-87	TBD	Pay By Mail toll rate for transactions paid with prepaid funds.	V2.0
BR-88	1	Minimum number of transactions required to produce a Toll Bill.	
BR-89	unlimited	Maximum number of transactions allowed on one Toll Bill.	V2.0
BR-90	1 to many by account	Number of License Plates invoiced on one Toll Bill, provided all have the same registered owner.	V2.0
BR-91	TBD	Toll Bill Processing Fee (single fee per Toll Bill).	V2.0
BR-92	Yes	Provide an electronic Toll Bill (Statement of Activity) to Prepaid Customers with an email address on the account.	V2.0
BR-93	Yes	Email Toll Bill to postpaid customers when an email address is provided.	V2.0
BR-94	\$0.00	Toll Bill Processing Fee for emailed document (single fee per Toll Bill).	V2.0
BR-95	1	Number of allowed electronic mailings of Toll Bills with no payment activity before modifying to physical mailings.	V2.0
BR-96	15 days	Number of days after the first transaction is received by VPC to the generation of a Toll Bill.	V2.0

BR-97	30 days – 5 days	Number of days calculated from the mail date before the Toll Bill is due – Date printed on the Toll Bill.	V2.0
BR-98	5 days from the due date	Number of days allowed as a grace period for payment of Toll Bills.	V2.0
BR-99	Notice of Non-Payment	Next step in processing (after Toll Bill)	V2.0
BR-100		Notice of Non-Payment shares the same rules as the Toll Bill	V2.0
BR-101	30 days after generation of the Toll Bill	If transactions from Toll Bill go unpaid, the Notice of Non-Payment will be generated in this frequency per account.	V2.0
BR-102		Unpaid transactions having been on a prior Toll Bill appear as an unpaid balance on the Notice of Non-Payment with new transactions listed in detail representing new Toll Bill transactions.	V2.0
BR-103	1 or an unpaid balance from Toll Bill	Minimum number of transactions required to produce a Notice of Non-Payment.	V2.0
BR-104	unlimited	Maximum number of transactions allowed in one Notice of Non-Payment.	V2.0
BR-105	TBD	Notice of Non-Payment Processing Fee (single fee per Notice of Non-Payment).	V2.0
BR-106	Yes	Email Notice of Non-Payment to Post Paid Customers when an email address is provided.	V2.0
BR-107	\$0.00	Notice of Non-Payment Processing Fee for emailed document (single fee per Notice of Non-Payment).	V2.0
BR-108	1	Number of allowed electronic mailings of Notice of Non-Payment (or Toll Bills, whichever occurs first) with no payment activity before modifying to physical mailings.	V2.0
BR-109	30 days – 5 days	Number of days calculated from the mail date before the Notice of Non-Payment is due – Date printed on the Notice of Non-Payment.	V2.0
BR-110	5 Days	Number of days allowed as a grace period for payment of Notice of Non-Payment.	V2.0
BR-111		If a Notice of Non-Payment is not paid in full and reaches the next step in processing, the tolls move to the Notice of Toll Violation.	V2.0
BR-112	Notice of Toll Violation	Next step in the processing (after Notice of Non-Payment)	
BR-113	1 to many by account type	Number of License Plates invoiced on one Notice of Toll Violation.	V2.0
BR-114	1	Minimum number of transactions required to produce a Notice of Toll Violation.	
BR-115	1	Minimum number of images required on the Notice of Toll Violation.	V2.0
BR-116	unlimited	Maximum number of transactions allowed in one Notice of Toll Violation.	

BR-117	No, just tolls	Toll and fees are carried over from the Toll Bill and Notice of Non-Payment to the Notice of Toll Violation.	V2.0
BR-118	TBD	Notice of Toll Violation Processing Fee (single fee per Notice of Toll Violation).	V2.0
BR-119	TBD	Maximum amount charged per license plate for administrative fees on a Notice of Toll Violation	V2.0
BR-120	30 Days	Number of days allowed for payment of Notice of Toll Violation.	
BR-121	30 days – 5 days	Number of days calculated from the mail date before the Notice of Toll Violation is due – Date printed on the Notice of Toll Violation	V2.0
BR-122	5 Days	Number of days allowed as a grace period for payment of Notice of Toll Violation.	
BR-123		If a Notice of Toll Violation is not paid in full and reaches the next step in processing, any amount not paid in full is eligible for collections or legal action.	V2.0
BR-124		Transactions for a vehicle with a temporary license plate not paid in full and reaches the next step in processing, will have the unpaid amount written-off and transactions noted as non-pursuable.	V2.0
BR-125	Collections or Straight to Court (Straight to Court is at RMA discretion)	Next step in processing (after Notice of Toll Violation), if full payment is not received.	V2.0

Figure 4: Collection / Straight to Court Selection Process



2.9 Collection (Pre-court) Process Business Rules

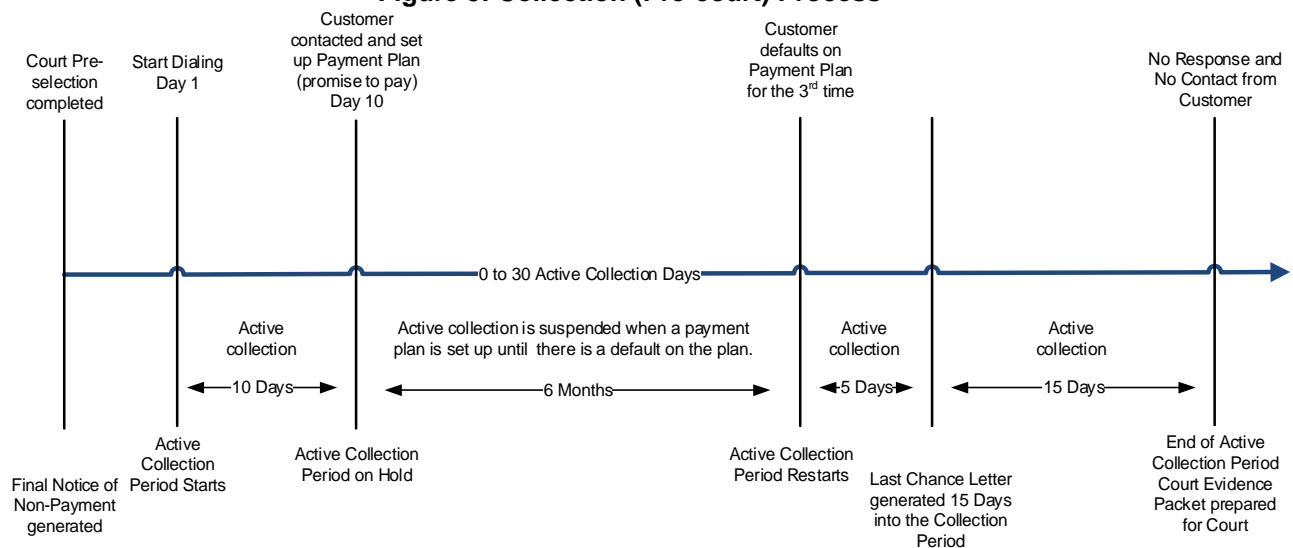
There are 30 active days in the collection process prior to sending the customer’s evidence packet to court. If the customer makes contact and promises to pay within the 30 days, the active collection period is suspended. The number of days where active collection had taken place, before response, is recorded with the customer’s information in the event they default and the active collection period needs to be restarted.

If the customer defaults on the payment plan, the active collection period starts up again. When the active collection period starts up again, it doesn’t start at 0 days, it starts where it left off. If it took 10 days to make the initial contact, then the collection period starts back up, it starts at day 11. At the end of a 30 day active collection period (which may be interrupted with promises to pay (payment plans)), the evidence packet is sent to court.

In the illustration below:

-) Active collection starts
-) 10 days later, customer contact is made. A payment Plan is set up. The active collection period is put on hold.
-) 6 months after the payment plan was set up, the customer defaults on the payment plan. At this time, the active collection period restarts from where it left off.
-) 5 days later (15 days from the start of the active collection period), a Last Chance Letter is generated and sent to the customer.
-) 10 days later (30 days from the start of the active collection period), since there was no additional activity or customer contact, the active collection period ends and the customer’s evidence packet is sent to court.

Figure 5: Collection (Pre-court) Process



The following table documents the business rules associated with this process.

Rule	Value	Condition	Last Update
BR-126	Random selection – Tols	Court Selection process – Group 1.	V2.0

Rule	Value	Condition	Last Update
	Balance \$50.00 - \$99.99		
BR-127	TBD	Maximum number of customers chosen for court from Court Selection process Group 1.	V2.0
BR-128	Random selection – Tolls Balance \$100.00 - \$199.99	Court Selection process – Group 2.	V2.0
BR-129	TBD	Maximum number of customers chosen for court from Court Selection process Group 2.	V2.0
BR-130	Random selection – Tolls Balance >= \$200.00	Court Selection process – Group 3.	V2.0
BR-131	TBD	Maximum number of customers chosen for court from Court Selection process Group 3.	V2.0
BR-132	High Balance selection (highest Tolls balance violators)	Court Selection process – Group 4	V2.0
BR-133	Top 15	Number of customers chosen for court from Court Selection process Group 4.	V2.0
BR-134	Repeat Offenders – violators who have been to court with an unpaid judgement and continue to drive the road	Court Selection process – Group 5	V2.0
BR-135	TBD	Maximum number of customers chosen for court from Court Selection process Group 5.	V2.0
BR-136	Offenders with no prior court resolution – violators who have not resolved a court filing within TBD days and continue to drive the road	Court Selection process – Group 6	V2.0
BR-137	TBD	Maximum number of customers chosen for court from Court Selection process Group 6.	V2.0
BR-138		Customers selected through the court selection process are referred to as “Pre-court Customers”.	

Rule	Value	Condition	Last Update
BR-139	TBD	Maximum number of customers chosen for Pre-court per week.	V2.0
BR-140		Active Collection Period starts when the customer is selected as a Pre-court Customer.	
BR-141	In-house and through 3 rd party collection agent, if used	Payment for collection activities accepted.	V2.0
BR-142	Final Notice of Toll Violation	First step in the Collections process after pre-court selection.	V2.0
BR-143		Tolls and fees, unpaid from the Notice of Toll Violation and entering collections, are sent to the customer on the Final Notice of Toll Violation.	V2.0
BR-144	TBD	Per transaction fee charged for transactions in collection	V2.0
BR-145	30 days	Maximum number of days in the active collections process.	V2.0
BR-146		After Pre-court Selection is performed, the Pre-court customers are loaded into an auto-dialer.	V2.0
BR-147		If customer phone number is not known, skip tracing is used.	
BR-148	2	Minimum number of times per day customer contact is attempted (telephone calls).	
BR-149	4	Maximum number of times per day customer contact may be attempted (telephone calls).	
BR-150	1	Maximum number of messages left per day.	
BR-151		If the customer indicates 'DO NOT CALL', the process jumps to the Last Chance Letter generation with 15 Active Collection Days remaining.	
BR-152		If the customer sends a "CEASE and DISMISS" letter, their Active Collection period expires and their Court Evidence Packet is sent to the Mobility Authority for court submission.	
BR-153		Registered Agents are looked up at the Texas Secretary of State or each commercial customer.	
BR-154	15 days	Maximum number of days Pre-court Customers are provided to respond to the dialing campaign.	
BR-155	In-house and at 3 rd Party Collection agency (if used)	Payment collection accepted	V2.0
BR-156	Active Collection Day 15	If there is no response to the Pre-court dialing campaign, a Last Chance Letter is generated and sent to the customer.	
BR-157		Commercial customer's Registered Agent will receive a Last Chance Letter as well as the registered owner of the vehicle.	V2.0

Rule	Value	Condition	Last Update
BR-158	15 Active Collection Days	Number of days allowed for the customer to respond to the Last Chance Letter before sending to court.	
BR-159		Name listed with the Texas DMV database for commercial customers, is the name sent to court.	
BR-160		If there is customer response to the Pre-court dialing campaign and a promise to pay is received, a temporary hold is placed on the Pre-court customer.	
BR-161		Temporary holds on Pre-court Customers pause the counter for the number of active collection days.	
BR-162		Temporary holds on Pre-court customers are placed until final payment is made or the customer defaults 2 times.	V2.0
BR-163		Once the 2nd default occurs the hold is taken off of the number of active collection days.	V2.0
BR-164		Temporary holds may be put in place every time a Payment Plan is restarted up to the 2nd default.	V2.0
BR-165	5 Days	If a customer defaults for the 2nd time on a Payment Plan, the Customer's active collection period starts after this period of attempting to contact the customer.	V2.0
BR-166		If the account has only one transaction in collection, the transaction is written off before the Court Evidence Packet is provided for court submission.	V2.0
BR-167	30 Days	Maximum number of active collection days before the Court Evidence Packet is generated and provided for court submission.	V2.0

2.10 Collection Process Business Rules

Customers not chosen in the Pre-Court Selection process proceed to Collections. Transactions for these customers remain in collection until fully paid, a default occurs, or until they are selected for pre-court selection. While in Collections, the customer may choose to set up a payment plan. If no default occurs on the payment plan, the customer will prevent pre-court selection for these transactions. (See Figure 4 above.)

Rule	Value	Condition	Last Update
BR-168		Customers not selected through the pre-court selection process are referred to as "in Collections".	V2.0
BR-169		Active Collection Period starts when the customer is not selected as a Pre-court Customer.	V2.0
BR-170	In-house and through 3 rd party collection agent, if used	Payment for collection activities accepted.	V2.0
BR-171	TBD	Per transaction fee charged for transactions in collection	V2.0
BR-172		Collection customers are loaded into an auto-dialer.	V2.0
BR-173		If customer phone number is not known, skip tracing is used.	V2.0

BR-174	2	Minimum number of times per day customer contact is attempted (telephone calls).	V2.0
BR-175	4	Maximum number of times per day customer contact may be attempted (telephone calls).	V2.0
BR-176	1	Maximum number of messages left per day.	V2.0
BR-177		If the customer indicates 'DO NOT CALL', the process is put on hold, noted on the account, and the customer awaits Pre-Court Selection.	V2.0
BR-178		If the customer sends a "CEASE and DISMISS" letter, the process is put on hold, noted on the account, and the customer awaits Pre-Court Selection.	V2.0
BR-179		Registered Agents are looked up at the Texas Secretary of State or each commercial customer.	V2.0
BR-180	TBD days	Maximum number of days customers are provided to respond to the dialing campaign.	V2.0
BR-181	In-house and at 3 rd Party Collection agency (if used)	Payment collection accepted	V2.0
BR-182		If there is customer response to the dialing campaign and a promise to pay is received, a temporary hold is placed on the customer.	V2.0
BR-183		Temporary holds on customers in collections are placed until final payment is made or the customer defaults 2 times.	V2.0
BR-184		If a customer defaults on a payment plan, eligibility resumes for pre-court selection.	V2.0

2.11 Payment Business Rules

Rule	Value	Condition	Last Update
BR-185	Cash, Check, ACH/EFT, Money market account, Money Order, American Express, Visa, MasterCard, Discover	Acceptable methods of payment	V2.0
BR-186	Oldest transactions paid FIFO	Payments applied to transactions on an account.	V2.0
BR-187	Applied to transactions on	Payments made with a remittance to a specific Toll Bill, Notice of Non-payment or Notice of Violation	V2.0

	document in FIFO order		
BR-188	Fees	Payments applied to these transactions first	V2.0
BR-189		Transactions are shown as paid or unpaid on accounts	V2.0
BR-190	Payment in full, no partial payment on single toll	Payment to transactions	V2.0
BR-191	Payment in full, no partial payment on single toll + fee	Payment to transactions in collection where toll and fee are joined	V2.0
BR-192		Partial payments remain on the account in the account balance until enough funds accrue to pay the oldest transaction.	V2.0
BR-193		Overpayments reside in the account balance as prepaid funds.	V2.0
BR-194		Paid transactions are linked to the customer payment transaction	V2.0
BR-195		Payment and linked paid transactions are reversed when check payment is returned insufficient	V2.0
BR-196	TBD	Amount of an NSF Fee charged to the customer for insufficient funds.	V2.0
BR-197		Prepaid funds, post-paid funds, credits, fees (by type) are tracked separately within the General Ledger.	V2.0

2.12 Dispute Business Rules

Rule	Value	Condition	Last Update
BR-198	<ul style="list-style-type: none">) The vehicle was sold or transferred to another party before the referenced travel) The vehicle was reported stolen before the referenced travel) The vehicle was leased or rented before the referenced travel 	For tolls to be waived, a vehicle owner must demonstrate one of these conditions.	

BR-199	Transactions disputed for known Problem Plates	For license plate to be flagged for no Pay By Mail at the roadway.	V2.0
BR-200	Vehicle Transfer Notification Form, Notice of Toll Violation Defense Form	Forms that must be completed and submitted with supporting documentation to the appropriate agencies. Contractor Name CTRMA Processing P.O. Box xxxx Austin, TX xxxxx-xxxx	
BR-201	30 days	Maximum amount of time given to the customer to provide necessary documentation for dismissal before transaction returns to a billable state and continues in the aging process.	V2.0
BR-202	6 months	Amount of time the license plate is put in the Exempt Vehicle database after proof of sale and no buyer information is received.	V2.0
BR-203		If the dispute filter hold expires and no buyer information is received, Toll Bills are sent to the Seller.	

Figure 6: Dispute Forms



Change of Address for Texas Vehicle Registration

TEXAS DEPARTMENT OF MOTOR VEHICLES

APPLICANT INFORMATION – Type or print only

Last Name: _____ First Name: _____ Middle Initial: _____
 Mailing Address (if P.O. Box, complete Vehicle Location below): _____ City: _____ State: _____
 County: _____ ZIP: _____
 Email: _____ Phone: _____

VEHICLE INFORMATION

Type: _____ Make: _____ Body Style: _____ Current Texas License Plate: _____
 Vehicle Identification Number: _____ Title Document Number: _____

VEHICLE LOCATION IF DIFFERENT

Address: _____
 City: _____ State: _____ ZIP: _____

GENERAL MAILING ADDRESS IF DIFFERENT

Recipient Name: _____ Address: _____
 City: _____ State: _____ ZIP: _____


STATEMENT – State law makes falsifying information on this application a third-degree felony.

Signature of Owner/Agent: _____ Date: _____

Complete, sign and mail form to:
 TxDMV Vehicle Titles and Registration Division, PO Box 26417, Austin, TX 78755-6417

[Download Form](#)

VTR-148 (Rev. 04/13) Online Form at www.TxDMV.gov



Toll Bill Notice of Toll Violation Defense Form:
 If this vehicle was sold, leased, rented, or stolen at the time of this violation, complete the required information below, sign and mail or hand deliver before the "Due Date" of this Toll Bill Notice of Toll Violation. Keep a copy of this documentation for your records. If the motor is not retained by the date specified on the notice, the vehicle owner is subject to additional administrative fees and fines.

License Plate Number: _____ Reference Number: _____ Violation Number: _____

I, the undersigned, certify that:

Vehicle was sold (check box if applicable)

- the vehicle noted in this Toll Bill Notice of Toll Violation was sold prior to the violation date
- a written notice of the transfer was provided to the Vehicle Title and Expression Division of TxDOT following the sale of the vehicle
- the vehicle was sold to the owner listed below

Name: _____ Date of Sale: _____
 Address: _____ Telephone No.: _____
 City/State/Zip Code: _____

Vehicle was leased or rented (check box if applicable)

I, the undersigned, certify that the vehicle noted in this Toll Bill Notice of Toll Violation either rented or leased by the individual listed on the enclosed copy of the rental/lease contract covering the vehicle on the date of the suspension. (A copy of the rental/lease contract must be submitted with this defense form.)

Vehicle was stolen (check box if applicable)

I, the undersigned, certify that:

- the vehicle noted in this Toll Bill Notice of Toll Violation was stolen and has not been recovered before the failure or my proper sale/recovery
- the theft was reported to the appropriate law enforcement authority on _____ (A copy of the police report must be submitted with this defense form.)

As the owner of the vehicle listed on the Toll Bill Notice of Toll Violation, I have indicated by selecting one of the options above that I am not responsible for the violation documented in this notice.

Signature: _____ Date: _____
 Name (print) as applicable: _____

This Defense Form and required documentation should be mailed to the following address for processing:

Municipal Services Bureau
 CTBMA Processing
 PO BOX 16777
 Austin, TX 78761-6777

2.13 Revenue Collection Business Rules

Rule	Value	Condition	Last Update
BR-204) Excusal of TBD of the fee on the 'Notice of Toll Violation') Excusal of \$0.00 of the fee on the 'Final Notice of Toll Violation'	Tier 1 Level of negotiation; does not apply to tolls	V2.0
BR-205) Excusal of additional TBD of the fee on 'Notice of Toll Violation' (TBD total dismissed)) Excusal of TBD of the fee on the 'Final Notice of	Tier 2 Level of negotiation; does not apply to tolls.	V2.0

Rule	Value	Condition	Last Update
	Toll Violation' (TBD total dismissed)		
BR-206	<ul style="list-style-type: none">) Excusal of additional TBD of the fee on 'Notice of Toll Violation' (TBD total dismissed)) Excusal of additional TBD of the fee on 'Final Notice of Toll Violation' (TBD total dismissed) 	Tier 3 Level of negotiation; does not apply to tolls.	V2.0
BR-207	No limit	Supervisor Empowerment Level – the level to which a supervisor can dismiss fees.	V2.0
BR-208	25%	Minimum down payment required for a Payment Plan	
BR-209	2	Number of times a customer can default on a Payment Plan before sending back to court.	
BR-210		If customer defaults on a Payment Plan, fees are re-instated.	
BR-211	Payment Due Date, Number of Installment payments, Payment Amounts	Minimum parameters for Payment Plans.	V2.0
BR-212	2 years	Payment Plan maximum term.	V2.0
BR-213	File Amount owed	Bankruptcy filing through Court.	
BR-214	Itemized copies of Bills and Notices	Court Package for Bankruptcy filing.	
BR-215	Transaction Level	CSR can set and remove bankruptcy status of tolls and fees	V2.0
BR-216	Yes	Suspend aging of transactions in bankruptcy.	V2.0
BR-217	From the time the transaction was suspended	Re-instate aging process if bankruptcy is suspended for transactions removed from the bankruptcy status	V2.0
BR-218		Track transactions in bankruptcy within the General Ledger.	V2.0

2.14 Court Business Rules

Rule	Value	Condition	Last Update
BR-219	Court Process Begins	Initial Evidence Package provided for court process	V2.0

Rule	Value	Condition	Last Update
BR-220	In-house Court Liaison	Full access to transactions flagged for court on PBM customer accounts.	V2.0
BR-221	CSR	Read access to transactions flagged for court on customer accounts.	V2.0
BR-222	30 days	Minimum number of days after the summons is prepared and the court case becomes live if there is no response from the Court Selected customer.	V2.0
BR-223	730 Days	Maximum age of transaction that can be sent to court.	
BR-224	1 per license plate	Number of transactions sent to court at a time.	
BR-225	TBD	Mobility Authority Court Fees added to the amount owed	V2.0
BR-226	Affidavit, Summary of Current Complaint, Proof of Ownership - DMV Receipt, Copy of Last Chance Letter, Transaction Image, Toll Bills and Notices, Probable Cause Affidavit, Business Records Affidavit, Summary of everything owed by Customer	Initial Court Evidence Packet	V2.0
BR-227	Call Logs, Call summaries, Account notes, TxTag/Toll Tag or EZ Tag Affidavits, Toll System records	Additional Court Evidence Packet items for trial.	V2.0
BR-228	1 unpaid toll transaction, charges for preparing and filing, court fees	Items paid with a plea of Guilty or No Contest.	
BR-229	Pre-trial Hearing	First action taken with a Not Guilty plea.	
BR-230	Found Not Guilty	Case Dismissed/Closed. Defendant not ordered to pay the Mobility Authority or Court.	
BR-231	Trial	Trial by jury or judge in County Court of Law.	

2.15 Post Court Business Rules

Rule	Value	Condition	Last Update
BR-232	Within 7 days	Time period after a customer has been through the court process, found guilty and has outstanding notices, the customer is contacted and payment is requested.	V2.0
BR-233		If payment is not made on the outstanding notices from a customer who has been found guilty in court within 15 days, a second Court Evidence Packet is generated (if not already generated) for court submission.	V2.0

2.16 Habitual Violator Business Rules

The Habitual Violator program identifies customers who have a configurable amount of unpaid transactions for a single license plate within a 1 year timeframe. Customers will be provided 2 warning letters with options for resolving the outstanding balance and the customer may submit a request for an administrative hearing. If after 71 days and no resolution, the Board will determine if a vehicle ban on the roadway and/or a vehicle registration hold are necessary.

The first occurrence of non-payment/resolution results in a Class C misdemeanor. After the second occurrence, the customer’s vehicle will be impounded.

Rule	Value	Condition	Last Update
BR-234	CTRMA, NETRMA	Habitual Violator Program available and configurable by facility	V2.0
BR-235	100	Minimum number of unpaid transactions, for a single license plate, within a one year period identifying a customer as a Potential Habitual Violator.	V2.0
BR-236	Day 1	Day to generate first warning letter of solutions to settle unpaid transactions to identified Potential Habitual Violators.	V2.0
BR-237	30 days	Number of days calculated from the mail date for the customer to resolve unpaid transactions – Date printed on the warning letter.	V2.0
BR-238	5 days	Number of days allowed as a grace period for resolving unpaid transactions.	V2.0
BR-239	Day 36	If no resolution to first warning letter, the second warning letter is generated on this day including solutions to settle unpaid transactions and customer’s right to an admin hearing.	V2.0
BR-240	30 days	Number of days calculated from the mail date of the second warning letter for the customer to resolve	V2.0

Rule	Value	Condition	Last Update
		unpaid transactions or to request an admin hearing – Date printed on the warning letter.	
BR-241	5 days	Number of days allowed as a grace period for resolving unpaid transactions.	V2.0
BR-242	Day 71	Day for final Habitual Violator determination, from Potential Habitual Violator, if transactions remain unpaid, no admin hearing was requested, or admin hearing was not in favor of the customer.	V2.0
BR-243		If approved by the Board, send vehicle Registration Hold request to DMV on the impacted vehicle.	V2.0
BR-244		If vehicle ban is approved by the Board, generate Notice of Vehicle Ban on the roadway to the customer.	V2.0
BR-245		If vehicle ban is approved by the Board, inform law enforcement of the impacted vehicle and roadway.	V2.0

2.17 Qualified Veterans Business Rules

The Qualified Veteran program identifies customers, by license plate, who are registered within the DMV and qualify for the veteran toll exemption program, via specific DMV code types. Qualifying Texas license plates are recipients of the Congressional Medal of Honor, Air Force Cross (Legion of Valor) or Distinguished Service Cross (Legion of Valor), the Army Distinguished Service Cross (Legion of Valor), Navy Cross (Legion of Valor) and Purple Heart. Any license plate seen on the roadway within a participating facility and meeting the reserved code type, shall not be charged for the toll passage.

Rule	Value	Condition	Last Update
BR-246	CTRMA, NETRMA	Qualified Veteran Program available and configurable by facility	V2.0
BR-247	TBD	Defined list of valid license plate code-types within the DMV for free passage.	V2.0
BR-248	No	Qualifying transactions process through the Toll Bill cycle.	V2.0

2.18 Mail House/Printing Business Rules

Rule	Value	Condition	Last Update
BR-249	Application for document review prior to printing	Outbound document validation quality checks per document type	V2.0
BR-250	Yes	Quality checks allow CSR to select and change images for inclusion on outbound documents.	V2.0
BR-251	Required	Quality checks performed per batch of document types generated per day	V2.0
BR-252	% selection of daily document generation per document type	Quality control of outbound customer communication	V2.0

Rule	Value	Condition	Last Update
BR-253	Single document and full batch	Rejection options of documents within a batch review.	V2.0