

Outline of Draft Rules – Part 1: STRAC Meeting #2 Materials

Customer accounts



- **Registered license plate:** Customer has established an account and has a license plate associated with that account, which means the customer relies on license plate capture technology to account for travel in the toll zone.
- **Registered transponder:** Customer has established an account and has a physical transponder (sticker or hard case) associated with that account in the system.
- **Unregistered – no account:** Customer relies on license plate capture technology to account for travel in the toll zones and pays online or in response to an invoice.
- **Exempted:** Customer is an exempt vehicle or user and a registered account with a transponder.

Payment processing for accounts

- Payment options:
 - **Pre-paid:** Customer has a standing balance on a registered account, typically with auto-replenish against a valid credit card. This is the least expensive for ODOT to administer and manage, and with auto-replenish the most convenient for customers.
 - **Post-paid:** Customer has an established account but does not maintain a standing balance and instead pays tolls after traversing the toll zone. This may

be when they receive notification that a cost was incurred or when they access the website to pay a toll based on the knowledge that they have traversed a toll zone. This is more expensive for ODOT to administer and manage.

- **Invoiced:** Customer does not have a standing balance and is notified by mail that tolls and possibly fees/fines are due. They would not have a registered account but would be offered the opportunity to register and possibly save money on the due invoice. This is the most expensive for ODOT to administer and manage.
- Payment options: card, cash, check, etc.
- Online, phone, and in-person at Customer Service Centers or other convenient public or retail locations to be determined.
- Bilingual access (English and Spanish)
- Consideration of different rates for different account types
- Interoperability with existing toll systems and accounts
- Process you go through to pay for tolls (timing, steps, etc.) other convenient public or retail locations to be determined.
- Minimum balance required to maintain account, if and when needed
- Potential administrative fees for some types of toll payments
- Fleet enrollment and account maintenance

Civil penalties and administrative fees

- Penalty fee for not paying tolls and enforcement options
- Amount of time and process ODOT would follow for notification and collection of toll fees
 - Minimum number of days to pay toll fees
 - Minimum amount of fees due before civil penalty process begins

Possible dispute process

