

Draft Toll Rules

Statewide Toll Advisory Committee (STRAC) September 2023 Meeting Materials

Date Updated: September 15, 2023

Blue highlighted = state law

TOLL DISCOUNTS AND EXEMPTIONS

731-040-0080

Exempt Vehicles

- (1) Except as provided herein, all vehicles using a toll facility must pay the required toll. Only qualified vehicles may be exempted from paying tolls.
- (2) An exempted vehicle should connect directly to the needs for operation, maintenance, safety, and/or person-carrying capacity of the tolled roadway or for emergency response. Exempted vehicle types will be reviewed annual as a part of the toll rate monitoring and adjustment process, as is identified in OAR 731-040-0060 and 731-040-0061.
- (3) The registered owner and operator of the qualified vehicle must comply with the requirements of the Department to obtain the exemption.
- (4) To receive the exemption, the eligible vehicle must be connected to a registered toll account with the Department.
- (5) Eligibility status would be verified through one of the following:
 - a. Vehicle registration or classification information already held by the Department; or
 - b. Information as deemed acceptable by the Department that identifies the vehicle or registered vehicle owner as qualified.
- (6) There is a limit of three (3) vehicles that can be associated with an exempt individual member account.
- (7) There is no limit on the number of vehicles that can be associated with accounts that are covering a fleet of vehicles.
- (8) The following types of vehicles or users may receive an exempt toll account:

- a. Bus (defined as 15 people or more) and paratransit, as defined in [49 CFR 37.3 Definitions](#);
- b. Active military vehicles and personnel who meet the requirements of [ORS 399.145](#);
- c. Authorized, emergency response vehicles, such as police, fire, and ambulance services; and
- d. Highway and transit operating and maintenance vehicles, as authorized by the Department.

(9) The Department will review these accounts on an annual basis and may require updated documentation from the customer to maintain the exemption.

731-040-0081

Discounts Based on Income

- (1) The Department will offer discounted tolls for those with qualifying incomes. Discounts will be removed, included, or revised as part of the toll rate adjustment process as described in OAR 731-040-0060 and 731-040-0061.
- (2) To receive the discount, the eligible account holder must connect their vehicle to a registered toll account with the Department.
- (3) To qualify for the toll discount, the registered vehicle owner must have verifiable income that is equal to or below 200% of the Federal Poverty Level for the vehicle owner's household size.
- (4) When registering for an account, the registered vehicle owner will provide documentation to determine eligibility status and would be verified through one of the following:
 - a. Verification of enrollment in an existing Oregon public social services program, as identified in the [Oregon ONE Eligibility](#);
 - b. Information required by the Department to verify income-level;
- (5) There is a limit of three (3) vehicles that can be associated with an individual member account.
- (6) A person who qualifies for a discount must reapply for qualification each year, calculated from the person's previous qualification date.

PREVIOUSLY REVIEWED – MAY 2023

Department of Transportation
Chapter 731
Division 40
TOLLWAY PROJECTS

DEFINITIONS

731-040-0020

Definitions

As used in these [OAR 731, division 40](#), rules:

- (1) “Commission” means the Oregon Transportation Commission.
- (2) “Department” or “ODOT” means the Oregon Department of Transportation has the meaning given in [ORS 383.003](#).
- (3) “Director” means the Director of the Oregon Department of Transportation, or the person designated by the Director.
- (4) “Electronic toll collection system” has the meaning given in [ORS 383.003](#).
- (5) “Interstate bridge” means a bridge over a waterway that contains a boundary line with another state and the line.
- (6) “Invoice” or “Toll Invoice” means an invoice for toll payments not yet collected by an electronic toll collection system or other payment system.
- (7) “Interoperability” commonly refers to an agreement with another organization to exchange charges and payments about known customers.
- (8) “Private entity” has the meaning given in [ORS 383.003](#).
- (9) “Related facility” has the meaning given in [ORS 383.003](#).
- (10) “Registered account” is an account created by the tollway user.
- (11) “Toll” has the meaning given in [ORS 383.003](#).
- (12) “Toll gantry” is the structure over the roadway on which electronic toll equipment is mounted. The physical location of the toll gantry is called a “Toll Zone.” The terms are used interchangeably.

- (13) “Toll Program Fund” means the fund described in [ORS 383.009](#).
- (14) “Toll rate” means an amount charged for the use of a tollway.
- (15) “Tollway” has the meaning given in [ORS 383.003](#).
- (16) “Tollway operator” has the meaning given in [ORS 383.003](#).
- (17) “Tollway project” has the meaning given in [ORS 383.003](#).
- (18) “Tollway project revenue bonds” has the meaning given in [ORS 383.003](#).
- (19) “Tollway user” means the operator of the vehicle or registered owner of a vehicle at the time of the use of the tollway.
- ~~(20)~~ “Transponder” is a type of vehicle identification device. It can be attached or embedded device containing a radio frequency identification (RFID) used to identify the vehicle as it passes under a toll gantry, for the purpose of assessing a toll and posting the toll to an account connected to the vehicle.
- (21) “Unit of government” has the meaning given in [ORS 383.003](#).
- (22) “Unregistered account” is an account created by the Department for vehicles identified on the tollway system but without a pre-established toll account.
- (23) “Variable rate toll” means any charge for the use of a tollway where toll rates vary, according to a published schedule.
- (24) “Vehicle identification device” means any ODOT approved device or in-vehicle technology that supports electronic payment of tolls. This may include radio frequency identification (RFID) toll transponders, connected-vehicle technologies and applications, future cell phone or GPS technologies, or other future devices.

Statutory/Other Authority: ORS [184.619](#), [383.003](#), [383.004](#), [383.014](#) & [383.015](#)

Statutes/Other Implemented: [ORS 383.003](#) & [383.004](#)

History:

DOT 5-2012, f. & cert. ef. 7-19-12

DOT 3-1997, f. & cert. ef. 12-29-97

TOLL COLLECTION AND ACCOUNTS

731-040-####

Toll Accounts and Toll Payment

- (1) A user of the tollway system must pay a toll, as set out in [OAR 731, division 40](#). Exceptions to the requirement for paying a toll, if any, are described in these OAR 731, division 40, rules, under each rule establishing the toll rate for a specific tollway.
- (2) A tollway user may pay a toll, fee or fine to the Department, or its contractors or agents, using a method including but not limited to:
 - a) Credit or debit card,
 - b) Cash,
 - c) Bank or Guaranteed Draft,
 - d) Check, or
 - e) Online payment systems, as technology and systems are established.
- (3) All payments to the Department shall be in United States funds.
- (4) A tollway user may establish a toll account with the department to pay a toll.
- (5) The Department may create an unregistered toll account when a toll gantry detects a vehicle and license plate that is not associated with a valid ODOT or interoperable partner toll account.
- (6) The Department will create a valid account prior to issuance of a transponder or vehicle reporting device to be associated with that account.
- (7) The Department shall accept payment of tolls with valid toll accounts of interoperable toll operators, as per agreements between the Department and the interoperable toll operators.
- (8) The Department may look up registered owners of any detected license plate from any United States jurisdiction, and in any Canadian Province or Mexican state in which the department is able and permitted to perform a search for a registered owner.

ADMINISTRATIVE FEE, CIVIL PENALTY, & CUSTOMER DATA

731-040-####

Administrative fees

- (1) The Department may enforce the payment of a toll by one or more of the following, per [ORS 383.035](#):
 - a. Imposing an administrative fee;
 - b. Imposing a civil penalty;
 - c. Suspension of vehicle license registration renewals; or
 - d. Pursuing unpaid amounts through a collection process either internally or by assigning them to a collection agency.

- (2) The Department will apply an administrative fee, consisting of one or more of the following:

Mailed Statement Fee	\$2.00 per mailed statement
Returned Check/Automated Clearing House (ACH) Rejection Fee	\$35.00
Invoice Fee	\$5.00 per invoice

- (3) The civil penalty and administrative fees established by the tollway operator will not exceed the actual cost of collecting the unpaid toll, per [ORS 383.035\(2\)](#).

- (4) The Department may charge a fee for a vehicle travelling on a tollway without a toll account.

Payment process

- (5) Tollway users will receive notifications from the Department of outstanding account debts and will be provided options for resolution as outlined in OAR 731-040-####. The Department may choose not to apply the administrative fee if the tollway user pays toll account debts within a time deemed acceptable by the Department.

- (6) The Department will hold the registered owner of vehicle as the responsible party for all tolls on unregistered accounts.

- (7) Evidence from the electronic toll collection system will follow requirements established in [ORS 383.045](#).

- (8) If toll transactions remain unpaid for up to 30 days from the initial transaction, the Department may issue an invoice to the owner of record. The invoice would include all transactions posted to the unregistered account. The owner of record will be notified that they have 30 days to pay. Invoices will include the tolls due based on detection date, time and location, and any additional fees.

- (9) If the toll account contains unpaid toll transactions after an issued invoice, the Department may issue a second invoice. The second invoice may include any additional transactions that occurred. The vehicle owner of record will be notified that they have to pay. They will be notified that if payment is not received, then their account may be placed in delinquent status.

- (10) If the toll account contains unpaid toll transactions from the second invoice, the Department may choose to place an account in delinquent status. The Department would then pursue a process that would include one or a combination of the following actions:

- a. Pursuing unpaid toll transactions and/or fees through the Department's collection process;
- b. Issuing a Notice of Civil Penalty;
- c. [Suspension of vehicle license registration renewals, per \[ORS 383.035\\(4\\)\]\(#\)](#); and

- d. Pursuing unpaid toll transactions and/or fees through a collection process by referring them to the Department of Revenue or assigning it to a collection agency.
- (11) In pursuit of resolution with the tollway user the Department may choose to defer putting an account into delinquency status for reasons that include, but are not limited to:
- a. The current number and cost of unpaid tolls or fees;
 - b. Factors in determining the calculation of collecting the unpaid toll transaction versus the cost to administer, per [ORS 383.035\(2\)](#);
 - c. Enrollment in the low-income toll program or financial hardship; or
 - d. Other hardship reasons, such as a medical emergency, bereavement, military service, etc.

Civil Penalty process

- (12) A tollway user who receives a Notice of Proposed Civil Penalty is entitled to a contested case hearing as provided in the Oregon Administrative Procedures Act, [ORS 183.413 to 183.470](#), [183.745](#), and [OAR 137-003-0501 to 137-003-0700](#).
- (13) A tollway user who has received a Notice of Proposed Civil Penalty must submit a written request by email or mail for a contested case hearing to the Department.
- (14) The Civil Penalty will be \$50.00 per unpaid toll invoice.
- (15) If the Department does not receive a timely request for a contested case hearing, the tollway user will have defaulted and waived the right to a hearing, except for good cause as provided in [OAR 137-003-0528](#). The Department's file constitutes the record of the case.
- (16) The Department's desire is to identify and come to a resolution with the tollway user for toll account debts. Resolution could include:
- a. The Department may remit or reduce the amount of the civil penalty as part of settlement discussions, per [ORS 383.035\(3\)](#).
 - b. The Department may, in accordance with [ORS 183.417](#), make an informal disposition of any contested case prior to the conclusion of any hearing resulting from a civil penalty imposed under [ORS 383.035](#). This disposition may include a stipulation, agreed settlement, consent order or default order.
 - c. An informal disposition by stipulation, agreed settlement or consent order must be in writing, signed by the party or parties to the contested case and incorporated into the final order.
- (17) An administrative law judge is authorized to issue a proposed order in a contested case hearing for failure to pay a toll. The administrative law judge presiding at a contested case hearing is not authorized to eliminate or reduce the

amount of a civil penalty imposed by the department for failure to pay tolls, per [ORS 383.035](#).

- (18) Once the Civil Penalty is finalized, the Department shall issue a suspension of vehicle registration renewals, per [ORS 383.035](#), and will pursue unpaid amounts through a collection process either internally or by assigning them to a collection agency.
- (19) The vehicle registration hold will be removed when all outstanding balances are paid or ownership changes.

Dispute process

- (20) Customers can dispute toll transactions and fees. The Department will document all dispute actions taken as part of the account record and make them available through the customer service user interface.
- (21) Dispute requests should identify the transaction(s) time, date, and vehicle plate in dispute and provide written rationale for why the transaction is being disputed.
- (22) The Department will receive, document, and review the dispute within approximately 45 days, depending on the scale and complexity of the dispute. The resolution may include the following:
- a. Rejecting the dispute and continuing the enforcement process;
 - b. Accepting the dispute and removing the debt; or
 - c. Coming to resolution on the debt with the customer for payment.
- (23) Invoices that are in dispute waiting for a decision will have their escalation process paused. If the dispute is rejected, the invoice escalation period resumes, adjusting for the review time.

Customer data

- (24) Driver records and information used to collect and enforce tolls will follow the requirements specified in [ORS 383.075](#).
- (25) Information collected or maintained by a photo enforcement system may not be disclosed to anyone except those identified in [ORS 383.075](#).
- (26) The Department may charge a reasonable fee under [ORS 192.324](#) (Copies or inspection of public records) for providing information under this section.
- (27) A person or unit of government requesting information must meet the conditions identified in [ORS 383.075](#).
- (28) Sensitive business, commercial or financial information presented to the Department by a private entity for the purpose of determining the feasibility of the

entity's participation in a tollway project is exempt from disclosure under ORS 192.311, per [ORS 383.025](#).

Statutory/Other Authority: ORS 184.616, [184.619](#), 802.010, 383.035 & 383.055

Statutes/Other Implemented: ORS 383.035 & 383.055

History:

DOT 5-2012, f. & cert. ef. 7-19-12

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