

Violation Fee Waiver Reduction Policy

Date: 01/01/2016

Position(s) Involved Customer Service, VEC, QA&T, Storefronts, Communications, Finance

Form(s) Needed N/A

Purpose The purpose of this policy is to set forth the eligibility criteria for customers receiving a reduction in fees for a HCTRA toll violation invoice. In addition, this policy formalizes the process for customers that have not yet received a violation invoice, and their ability to pay the tolls for a small administrative fee. This courtesy is intended to provide customers' reasonable reprieve for common errors associated with maintaining an EZ TAG Account or failing to understand and comply with requirements to use the HCTRA toll facilities.

Invoiced Violations While some circumstances are beyond the norm and may need to be escalated for additional consideration, generally any customer who receives HCTRA toll violation invoice(s) may have the fees for the invoice(s) reduced to one flat charge so long as the violation events have not aged to the debt collection process. The waiver/reduction applies to only a specified number of toll violation invoices associated with a single license plate number. The amount of the flat fee and the number of violation invoices to which the flat fee shall apply will be determined and set by the Executive Director of the Harris County Toll Road Authority, utilizing their experience, good judgment and discretion. Only one waiver/reduction is available in a 365-day period. This waiver/reduction is not available unless requested by the customer.

Un-Invoiced Violations Customers for whom a violation invoice has not been issued may pay only the tolls associated with those un-invoiced violations and a small administrative fee in an amount determined by HCTRA's Executive Director. Only one such fee waiver/reduction per vehicle license plate number is available in a 365-day period. Customers will be encouraged to pay online and must waive written notice of nonpayment to qualify for this program. No fee is required to pay un-invoiced violations when a customer simultaneously pays invoiced violations.

Notes

Notwithstanding anything to the apparent contrary contained elsewhere, HCTRA reserves the right to deny or modify a waiver/reduction in fees in its sole discretion based on a case-by-case review.

The Interim Tolling Policy adopted by Commissioners Court on October 9, 2007, remains in full force and effect, except to the extent that it conflicts with this Violation Fee Waiver Reduction Policy regarding toll violations resulting from customer errors.