



CAMINO REAL
REGIONAL MOBILITY
AUTHORITY

COURT PROCESS

**Presentation to the
CRRMA Board of Directors**

September 10, 2014

Agenda



- Non-payment of tolls
- Authority to enforce
- Violation enforcement systems
- Toll Bill violation process
- Evidence
- Next Steps
- Questions

9/10/2014

Failure to Pay

- What rate is acceptable?
- Risk to agency
 - Loss of revenue
 - Rating agencies
 - Paying customers
 - Community confidence and support

Texas Transportation Code

Sec 370.177



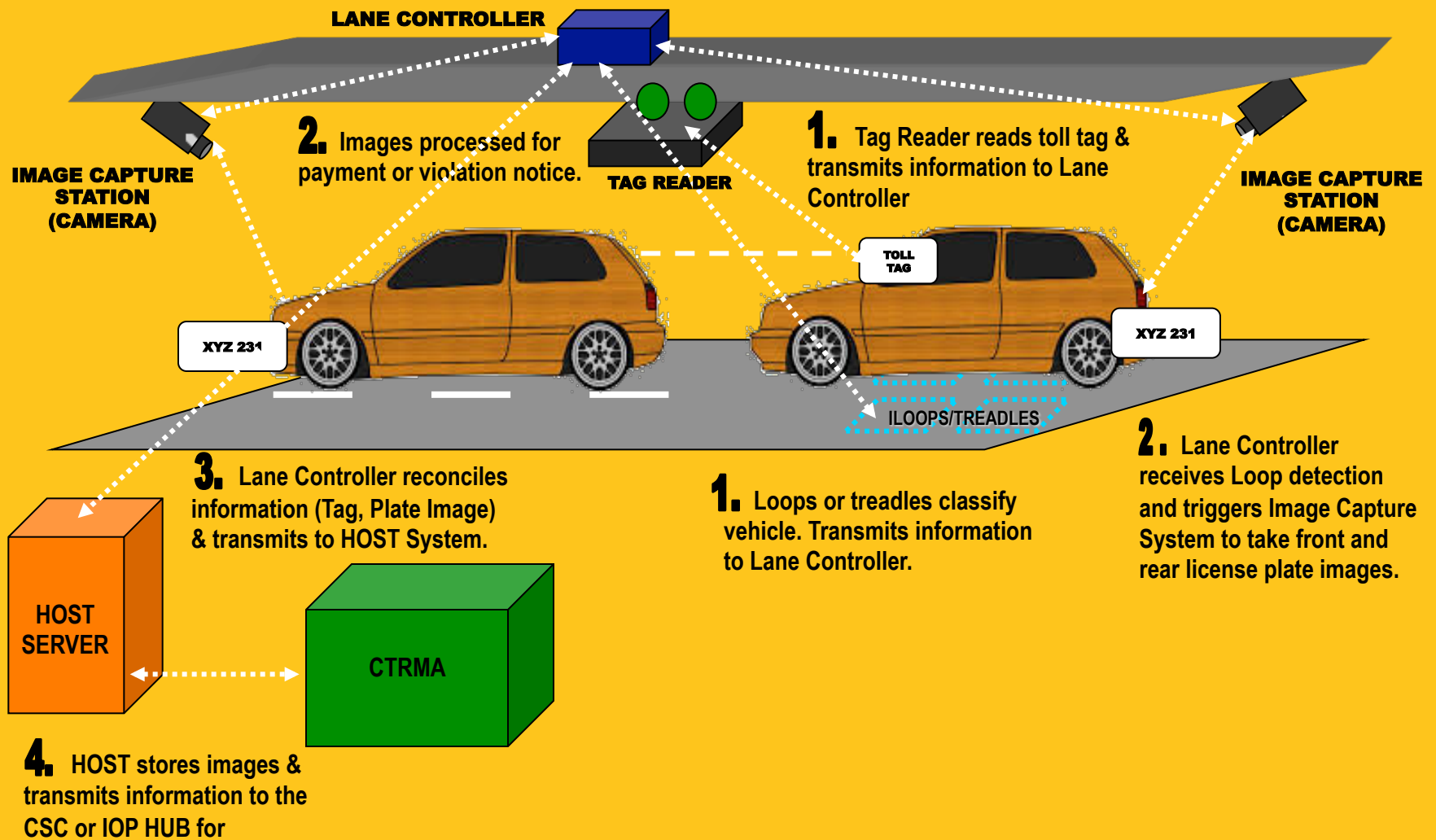
- Violation results in charge of the original toll plus an Administrative Fee:
 - up to \$100/transaction (by statute)
 - CRRMA to charge \$15/Toll Bill (not/transaction)
- 30 days to pay
- Court is an option
- Misdemeanor punishable by fine - up to \$250/transaction
- Firm but fair

Violation Enforcement Systems



- Cameras take images of license plates
- Process the images
- Owner information from Department of Motor Vehicles (DMV)
- Bill is mailed to the owner
- Set time to pay
- Failure to pay results in additional administrative fees

Electronic Toll Collection (ETC) Process



System Accuracy



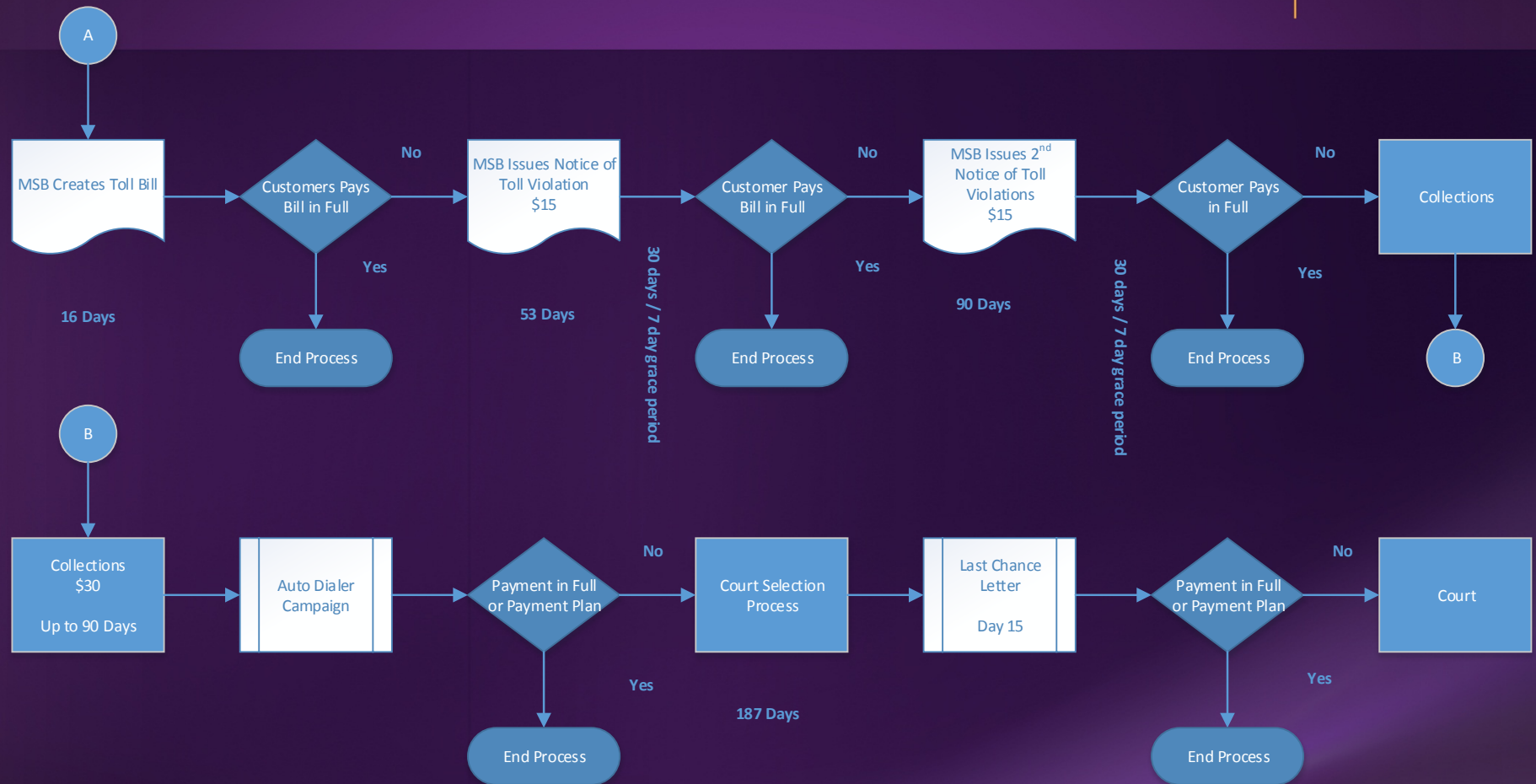
- Test Phases
- Remote On-line Maintenance System (ROMS)
- Annual Audit
- Benefit of the doubt goes to the customer

Municipal Services Bureau



- MSB
 - Bill Issuer
 - Customer Service Center / Call Center
 - Payment Processor
- Violation Notices (non-payment)
- Customer Oriented
 - May waive fines
 - May waive entire Toll Bill
 - Customer Service Standards

Process leading to Court



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1. \$15 per Violation Notice no matter how many transactions included
2. \$30 for Collections
3. \$60 maximum administrative fine for an unpaid violation Notice

Initial Evidence packet



- Complaint Summary
- Proof of Ownership
 - Certified vehicle registration and / or title history
- Proof of Notification & Non-Payment
 - Toll Bill
- Supplemental Information
 - Customer Account History

Additional Evidence

- Transaction images
- Written correspondence
- MSB contact logs and phone calls
- Toll system maintenance records
- Postal tracking records

Next Steps



- Finalize sample documents with Municipal Court
- Start auto dialer process
- Send last chance letters
- Submit first packets to Municipal Court (approximately 6 weeks depending upon Court schedule)

9/10/2014

Questions?



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