# **HCTRA Toll Setting Policy**

## 1. Introduction

Harris County Toll Road Authority (HCTRA) currently operates several toll facilities in the greater Houston area, including:

- Sam Houston Tollway
- Hardy Toll Road
- Houston Ship Channel Bridge
- Westpark Tollway
- Fort Bend Parkway Extension
- Tomball Tollway
- Katy Freeway Managed Lanes

Each of these facilities generates revenue from the collection of tolls. A schedule of toll rates is established at each toll plaza, or other toll collection point, on the system for each classification of vehicle.

This document updates the previous HCTRA toll setting policy, developed in 2007, when only cash and automated vehicle identification (AVI) electronic toll collection were used at traditional ramp and mainline toll plazas on the HCTRA System. Over several years, new segments were added to the HCTRA System that did not include cash collection, which was progressively eliminated on two legacy system components, namely the Hardy Toll Road and the Houston Ship Channel Bridge.

In 2020, triggered by the onset of travel and other constraints associated with the COVID-19 pandemic, cash collection was suspended on all remaining segments of the HCTRA System and has not been restored. As such, HCTRA moved into a form of All-Electronic Tolling (AET) and considered various changes to pricing structures to better recognize the impacts of cash elimination, including initiation of license plate image tolling for those vehicles not equipped with AVI transponders.

This updated HCTRA toll setting policy incorporates operational and rate change structure modifications and updated procedures for annual rate level reviews and potential adjustments. The intent of the policy is to enable the deployment of AET, built upon current toll levels on the system. It also provides updated guidelines for future annual rate increases which may be systematically implemented reflecting annual CPI changes and/or other factors. This policy <u>does</u> <u>not</u> supersede toll rate covenants in existing or future bond documents. In the event of any conflict, such bond toll covenants will prevail in determining toll rates on the HCTRA System.

It is recommended that the policy be re-evaluated annually to confirm that it is maintaining its desired purpose, and to reflect any future changes in toll collection techniques or methods.



# 2. Overview of Toll Policy Changes

This update of HCTRA's toll policy was developed in October 2022, and **Exhibit A** shows current toll rates prior to the implementation of the changes included in this toll policy.

Cash collection has been eliminated systemwide, and most toll revenue is collected through AVI, using EZ Tag or other accepted transponders. Vehicles which are not equipped with AVI may still use the HCTRA facilities. Tolls are collected from non-AVI vehicles through license plate image tolling. Image transactions may be paid online, through approved third-party services or after invoicing vehicle owners. Pre-registration of license plates is also possible through HCTRA's EZ Tag Express program and serves as a form of guaranteed payment. If a license plate is also linked with an AVI account, the image transaction can be charged to the appropriate customer account at the AVI rate.

## 2.1 Policy Changes Related to AET Collection

Since the full elimination of cash collection, HCTRA has experienced significant revenue leakage and higher costs of processing, as such, several changes to image collection toll rates are incorporated into this policy revision. This includes establishment of new rates for four different methods of image transaction processing and payment in the form of multipliers of AVI rates. **Exhibits B and C** show toll rates for AVI and for each of four methods of processing license plate image-based transactions:

- Image transactions where license plates are linked to existing AVI accounts, which are charged the same rate as AVI transactions;
- Image transactions for license plate numbers which have been pre-registered in a HCTRA operated guaranteed payment system, which are charged a rate which is 1.2 times the AVI rate;
- Image transactions for which guaranteed toll payment is made by a third-party service provider, which are charged a rate which is 1.25 times the AVI rates; and
- Image transactions which do not fall into any of the above categories and require HCTRA invoicing of vehicle owners and collection of payments, which are charged a rate which is 2.0 times the AVI rate.

Rates are shown for all types of toll collection locations on the HCTRA system, except the Katy Freeway Managed Lanes, which uses highly variable toll rates. **Exhibit B** also shows the "minimum rate differential" for each image transaction category.



## 2.2 Refinement of Vehicle Classification Structure

Rates shown in **Exhibit B** are for vehicles with two axles. HCTRA uses a system of vehicle classification based on number of axles.

The current toll rates in the HCTRA system are computed using the "N-1" method with a few exceptions. In this method, "N" is the number of vehicle axles, and after subtracting "1", the result is multiplied by the two-axle cash toll rate to obtain the multi-axle vehicle toll rate. Therefore, commercial vehicles with three or more axles are charged the toll rates obtained by multiplying "N-1" by the respective two-axle vehicle cash toll rate. Per this algorithm, for every increase in axle by a unit, toll increases by the two-axle toll rate. Additionally, it should be noted that Katy Freeway Managed Lane facility tolls all commercial vehicles with three or more axles with a constant rate of \$7.00 per transaction.

This policy document replaces the "N-1" method above with a base multi-axle rate coupled with an "(N-1)/2" multiplier method to set toll rates at all mainline and ramp gantries for vehicles with more than two axles. The base multi-axle rates for each facility are summarized in **Exhibit C**. The "(N-1)/2" multipliers are applied to the base multi-axle rate for each given payment mode, such as AVI vs image transactions. This results in adjusted base rates by classification as shown in Exhibits D through G for the various payment modes. Specifically:

- Exhibit D displays adjusted base toll rates for vehicles using AVI transponders;
- **Exhibit E** displays adjusted base toll rates for image transactions for vehicles preregistered in the HCTRA license plate registration program;
- **Exhibit F** displays adjusted base toll rates for image transactions for payments made through third party service providers; and
- **Exhibit G** displays adjusted base toll rates for image transactions requiring invoicing and collections from vehicle owners.

**Exhibits C through F** reflect rates after introduction of the policy changes outlined above. These do not include any inflationary adjustment (discussed below) that may be implemented at the beginning of a subsequent year after implementation.



## 3. Definitions

The following definitions shall apply to certain terms included herein:

- Adjusted Base Toll Rates For the existing HCTRA system, Adjusted Base Toll Rates by vehicle class and payment mode after deployment of policy changes discussed herein, at FY 2022 levels before any subsequent future annual CPI rate adjustments. For any new HCTRA toll facility, or new extension to existing facilities, Base Toll Rates shall be those rates which are placed in effect at the time the roadway is opened to traffic. These Adjusted Base Toll Rates shall constitute the rates to which all annual adjustments shall be applied to arrive at Computed Toll Rates.
- Annual Adjustment Factor An annual percentage adjustment to be used in computing future nominal toll rates. As defined in more detail in subsequent sections, the Annual Adjustment Factor shall be one of the following, subject to annual approval by HCTRA's Executive Director: the change in CPI-W for the 12 months ended October 31 of the previous calendar year, or the Minimum Adjustment Factor for any given year.
- Base Multi-Axle Rate base rate charged to all vehicles with three or more axles. Toll rates for each class are calculated using a multiplier equal to (N-1)/2, where N is the number of axles.
- **Base Year** For the existing HCTRA system, the base year for calculation of future toll rates shall be FY 2022. For any new HCTRA toll facility, or new extension to existing facilities, the Base Year shall be the first fiscal year of operation.
- **Computed Toll Rates** Toll rates which are computed by applying the annual adjustment factor for each year to the adjusted base toll rates at each toll plaza.
- **Congestion Management Rates** Toll rates implemented during peak hours which may be higher than computed rates as needed to manage congestion on the HCTRA System.
- **EZ Tag** Refers to EZ Tag electronic toll system
- **Fiscal Year** The fiscal year observed by the Harris County Toll Road Authority, which shall be the twelve months beginning on October 1.
- Image Transactions Toll transactions for vehicles not equipped with AVI devices, or for which the AVI device was unreadable. Video images of the vehicle's license plate is recorded. Image transactions may fall into one of four categories:
  - VTOLL Transaction, in which the license plate number can be associated with a valid EZ Tag or other accepted AVI account, in which case the transactions is converted to an AVI transaction and charged at the AVI rate;
  - Pre-registered Plate Transaction In which the vehicle license plate number is pre-registered through a HCTRA operated pre-registration system which provides automatic guaranteed payment, and is charged at a rate 1.2 times the AVI rate;
  - o **Third Party Image Transaction** In which the image transaction is processed and paid through a third-party service provider and is charged at a rate 1.25 times the



AVI rate. (note: third party transactions completed using AVI may be charged at the AVI rate).

- o **Invoiced Image Transaction** An image transaction not falling into one of the three categories above, thus requiring HCTRA invoicing and collection, is charged at a rate 2.0 times the AVI rate.
- Managed Lane Facilities A toll facility in which tolled lanes (or a tolled roadway) compete directly with immediately adjacent toll-free lanes, in which highly variable toll rates are needed to manage demand. Pricing on these types of facilities will be dictated based on demand management requirements and will not be directly subjected to annual adjustments included in this policy.
- Minimum Adjustment Factor The minimum annual adjustment factor to be used in any
  given fiscal year shall be <u>2.0 percent</u>. The minimum adjustment factor may be changed at
  any time by action of HCTRA leadership if needed to provide adequate toll revenue or for
  other reasons.
- **(N-1)/2 Classification-** For vehicles with three or more axles, the toll rate at a given location and payment mode shall be computed using the "(N-1)/2" method, in which the toll rate is determined by subtracting "1" from the number of axles (N), dividing by two. For example, the toll for a four-axle truck would be three (4-1)/2, or 1.5 times the base multi-axle rate.
- **Rate Multiplier** For image transactions, the multiplier of AVI rates for a given location and vehicle class used to determine rate for alternative types of image transactions.

## 4. Bond Toll Covenants Prevail

This policy shall be in full effect only to the extent that revenues generated on the HCTRA System are sufficient to meet bond toll covenant requirements. Nothing in this policy shall, in any way, alter or supersede toll covenant provisions included in bond indentures or other bond documents associated with any outstanding, or future issued HCTRA revenue bonds. All toll covenant provisions of such bond documents will control. Specifically, in the event that revenue produced under a toll schedule resulting from this policy is insufficient to meet debt service and other prescribed coverage requirements for outstanding bonds, procedures prescribed in the bond documents will be followed, and appropriate adjustments to toll rates shall be made, even if inconsistent with this rate setting policy.



# 5. Annual Rate Review and Adjustments

Toll rates on the HCTRA System shall be reviewed and, as appropriate, adjusted on an annual basis. Base Toll Rates may be adjusted each year using the Annual Adjustment Factor to determine new Computed Toll Rates. Computed Toll Rates shall then be rounded to the nearest \$0.01 for each classification, payment mode and plaza location.

<u>Annual Adjustment Factor</u> - The Annual Adjustment Factor shall be one of the following, subject to annual approval by HCTRA's Executive Director:

- The net change in consumer price index (CPI-W), Houston-The Woodlands-Sugar Land region, as published by the Bureau of Labor Statistics, U.S. Department of Labor (base year 1984), as of May 31, as compared to the index for May 31 of the prior year; or
- The Minimum Adjustment Factor

In determining the net change in CPI-W to be used in determining new rates in each new fiscal year, the May 31 CPI-W value for the immediately preceding calendar year shall be divided by the May 31 CPI-W value for the next preceding calendar year.

The Annual Adjustment Factor for each year may then be used to determine the new Computed Toll Rates. Annual Adjustment Factors shall be recorded for each year, and the Computed Toll Rates in each future fiscal year shall be the product of the Base Toll Rates times the compounded product of Annual Adjustment Factors for all intervening years.

<u>Implementation Dates</u> – If changes are to be made, a new toll rate schedule for all vehicle classes, plaza locations and payment categories, shall be implemented on the HCTRA System on October 1 of each fiscal year. That schedule shall remain in effect until the last day of the following September. The Annual Adjustment Factor for each year shall be determined by July 15, and notice of any modifications in rate shall be provided to the public by August 15 of each fiscal year.

## 6. Managed Lane Facilities

Some toll facilities operated by HCTRA, are defined as Managed Lane Facilities. These facilities involve tolling only a portion of lanes on a freeway facility, or a full roadway located immediately adjacent to a freeway. An example of a managed lane project operated by HCTRA is the Katy Freeway Managed Lanes on IH-10.

On Managed Lane Facilities, toll rates are variable by time of day and are set to manage demand in the toll lanes. Toll rates used on managed lane facilities are adjusted frequently during the day, and by travel direction. Variable toll schedules may be established either on a pre-set basis or may be adjusted "dynamically" during the day as determined by traffic levels on the facility.

Toll rates may need to be adjusted more frequently than on an annual basis and may need to increase at a pace different than the annual adjustment factor used for other toll facilities on the HCTRA System. As such, Managed Lane Facilities are not be subject to provisions of this HCTRA toll rate setting policy.



## 7. Future HCTRA Facilities

HCTRA may implement extensions to existing toll facilities or new toll facility projects in the future. New HCTRA facilities not in operation as of FY 2023, shall be subject to this toll rate setting policy. Toll rates in effect at the time each new project, or project extension, opens for traffic shall become the base toll rates for those facilities, and each associated toll point. The base year for the new projects, or project extension, shall be the first fiscal year of operation of the new facility. The base toll rates will be adjusted in subsequent years, using the procedures set forth in this policy.

New HCTRA facilities which are defined as Managed Lane Facilities, as defined in Section 6.0 above, shall not be subject to this toll rate setting policy.



Exhibit A
Current Toll Rates on HCTRA System

	Two	-Axle	Vehicle Type (AVI/Image <sup>(1)</sup> Rate)				te)		
Toll	AVI	Image <sup>(1)</sup>	Three		Four		Five		Six
Facility	Rate	Rate	Axle		Axle		Axle		Axle
Sam Houston Tollway									
Mainline Plazas	\$1.50	\$1.75	\$3.50		\$5.25		\$7.00		\$8.75
SHT Ramp Group A <sup>(2)</sup>	\$1.20	\$1.25	\$2.75		\$3.75		\$5.00		\$6.25
SHT Ramp Group B <sup>(3)</sup>	\$0.90	\$1.00	\$2.00		\$3.00		\$4.00		\$5.00
SHT Ramp Group C <sup>(4)</sup>	\$0.50	\$0.50	\$1.25		\$1.75		\$2.00		\$2.50
Ship Channel Bridge	\$1.50	\$2.00	\$3.50		\$5.25		\$7.00		\$8.75
Hardy Toll Road									
Mainline Plazas	\$1.50	\$1.75	\$3.50		\$5.25		\$7.00		\$8.75
HTR Ramp Group A <sup>(5)</sup>	\$1.20	\$1.25	\$2.75		\$3.75		\$5.00		\$6.25
HTR Ramp Group B <sup>(6)</sup>	\$0.90	\$1.00	\$2.00		\$3.00		\$4.00		\$5.00
Westpark Tollway									
Mainline Plazas	\$1.50	\$1.75	\$3.50		\$5.25		\$7.00		\$8.75
WPT Plaza Group B <sup>(7)</sup>	\$1.20	\$1.25	\$2.75		\$3.75		\$5.00		\$6.25
WPT Plaza Group C <sup>(8)</sup>	\$0.75	\$0.75	\$1.50		\$2.25		\$3.00		\$3.75
WPT Plaza Group D <sup>(9)</sup>	\$0.50	\$0.50	\$1.25		\$1.75		\$2.00		\$2.50
WPT Plaza Group E <sup>(10)</sup>	\$0.40	\$0.50	\$1.00		\$1.50		\$2.10		\$2.50
Fort Bend Pky Ext.	\$1.50	\$1.75	\$3.50		\$5.25		\$7.00		\$8.75
Tomball Tollway									
Mainline Plaza	\$1.50	\$1.75	\$3.50		\$5.25		\$7.00		\$8.75
Boudreaux / Grand Pky	\$1.20	\$1.25	\$2.75		\$3.75		\$5.00		\$6.25
SH 249/ Holderrieth	\$0.90	\$1.00	\$2.00		\$3.00		\$4.00		\$5.00
FM 2920	\$0.75	\$0.75	\$1.50		\$2.25		\$3.00		\$3.75
Brown Rd.	\$0.50	\$0.50	\$1.25		\$1.75		\$2.00		\$2.50

<sup>(1) -</sup> Image transactions are non-AVI transactions based on license plate images.



<sup>(2)</sup> SHT Ramp Group A includes W. Lake Houston, Generation Pkwy, Garrett Rd, Spencer Hwy, Fairmont Pkwy, SH 35, Wayside, Almeda Rd, W Fuqua St, Westheimer Rd, Briar Forest Dr, Clay Rd, Tanner Rd, Fallbrook Dr, N. Gessner Rd and

<sup>(3)</sup> SHT Ramp Group B includes John Ralston Road, Tidwell, Red Bluff, Monroe / Pearland Parkway, Cullen (FM 865), Hillcroft Avenue, South Main / US 90, Bellaire, Hammerly Boulevard / Kempwood, and West Road

<sup>(4)</sup> SHT Ramp Group Cincludes Wilson Road and Beltway 8 (to Westpark east or west)

<sup>(5)</sup> Hardy Toll Road Ramp Group A includes Little York, Aldine Mail Route, Airport Connector, Richey Road, and FM 1960

<sup>(6)</sup> Hardy Toll Road Ramp Group B includes Tidwell Road, Central Greens Blvd, and Rankin Road

<sup>(7)</sup> Westpark Tollway Ramp Group A includes Cook Road

<sup>(8)</sup> Westpark Tollway Ramp Group B Fondren East

<sup>(9)</sup> Westpark Tollway Ramp Group C Beltway 8 (to southbound Sam Houston) and Fondren Road

<sup>(10)</sup> Westpark Tollway Ramp Group D Gessner Road East, South Post Oak Blvd, and Westpark Drive East

**Exhibit B New Base Two-Axle Vehicle Toll Rates by Payment Type** 

		License Plate Image Transaction Rates <sup>(1)</sup>						
Toll		Linked to	HCTRA	3rd Party	Invoiced			
Facility	AVI	AVI Acct	Pre-Reg.	Service	Image			
		(VTOLL)	Lic. Plate	Image Txn	Transaction			
Rate Multiplier								
AVI Rate Multiplier	1.00	1.00	1.20	1.25	2.00			
Minimum Differential			\$0.15	\$0.20	\$0.50			
Sam Houston Tollway								
Mainline Plazas	\$1.50	\$1.50	\$1.80	\$1.88	\$3.00			
SHT Ramp Group A <sup>(2)</sup>	\$1.20	\$1.20	\$1.44	\$1.50	\$2.40			
SHT Ramp Group B <sup>(3)</sup>	\$0.90	\$0.90	\$1.08	\$1.13	\$1.80			
SHT Ramp Group C <sup>(4)</sup>	\$0.50	\$0.50	\$0.65	\$0.70	\$1.00			
Ship Channel Bridge	\$1.50	\$1.50	\$1.80	\$1.88	\$3.00			
Hardy Toll Road								
Mainline Plazas	\$1.50	\$1.50	\$1.80	\$1.88	\$3.00			
HTR Ramp Group A <sup>(5)</sup>	\$1.20	\$1.20	\$1.44	\$1.50	\$2.40			
HTR Ramp Group B <sup>(6)</sup>	\$0.90	\$0.90	\$1.08	\$1.13	\$1.80			
Westpark Tollway								
Mainline Plazas	\$1.50	\$1.50	\$1.80	\$1.88	\$3.00			
WPT Plaza Group B <sup>(7)</sup>	\$1.20	\$1.20	\$1.44	\$1.50	\$2.40			
WPT Plaza Group C <sup>(8)</sup>	\$0.75	\$0.75	\$0.90	\$0.95	\$1.50			
WPT Plaza Group D <sup>(9)</sup>	\$0.50	\$0.50	\$0.65	\$0.70	\$1.00			
WPT Plaza Group E <sup>(10)</sup>	\$0.40	\$0.40	\$0.55	\$0.60	\$0.90			
Fort Bend Pky Ext.	\$1.50	\$1.50	\$1.80	\$1.88	\$3.00			
Tomball Tollway								
Mainline Plaza	\$1.50	\$1.50	\$1.80	\$1.88	\$3.00			
Boudreaux / Grand Pky	\$1.20	\$1.20	\$1.44	\$1.50	\$2.40			
SH 249/ Holderrieth	\$0.90	\$0.90	\$1.08	\$1.13	\$1.80			
FM 2920	\$0.75	\$0.75	\$0.90	\$0.95	\$1.50			
Brown Rd.	\$0.50	\$0.50	\$0.65	\$0.70	\$1.00			

- (1) Image transactions are non-AVI transactions based on license plate images.
- (2) SHT Ramp Group A includes W. Lake Houston, Generation Pkwy, Garrett Rd, Spencer Hwy, Fairmont Pkwy, SH 35,
- (3) SHT Ramp Group B includes John Ralston Road, Tidwell, Red Bluff, Monroe / Pearland Parkway, Cullen (FM 865),
- (4) SHT Ramp Group Cincludes Wilson Road and Beltway 8 (to Westpark east or west)
- (5) Hardy Toll Road Ramp Group Aincludes Little York, Aldine Mail Route, Airport Connector, Richey Road, and FM 1960
- (6) Hardy Toll Road Ramp Group Bincludes Tidwell Road, Central Greens Blvd, and Rankin Road
- (7) Westpark Tollway Ramp Group Aincludes Cook Road
- (8) Westpark Tollway Ramp Group B Fondren East
- (9) Westpark Tollway Ramp Group C Beltway 8 (to southbound Sam Houston) and Fondren Road
- (10) Westpark Tollway Ramp Group D Gessner Road East, South Post Oak Blvd, and Westpark Drive East



**Exhibit C New Base Multi-Axle Vehicle Toll Rates by Payment Type** 

11011 2400	The state of the s	License Plate Image Transaction Rates (1)						
Toll		Linked to	CEI	HCTRA	50	3rd Party		Invoiced
Facility	AVI	AVI Acct		Pre-Reg.		Service		Image
		(VTOLL)		Lic. Plate		Image Txn		Transaction
Rate Multiplier								
AVI Rate Multiplier	1.00	1.00		1.20		1.25		2.00
Minimum Differential				\$0.30		\$0.40		\$1.00
Sam Houston Tollway			T					
Mainline Plazas	\$3.50	\$3.50		\$4.20		\$4.38		\$7.00
SHT Ramp Group A <sup>(2)</sup>	\$2.50	\$2.50		\$3.00		\$3.13		\$5.00
SHT Ramp Group B <sup>(3)</sup>	\$2.00	\$2.00		\$3.00		\$3.13		\$4.00
SHT Ramp Group C <sup>(4)</sup>								
SHT Ramp Group C	\$1.00	\$1.00		\$1.30		\$1.40		\$2.00
Ship Channel Bridge	\$4.00	\$4.00		\$4.80		\$5.00		\$8.00
Hardy Toll Road								
Mainline Plazas	\$3.50	\$3.50		\$4.20		\$4.38		\$7.00
HTR Ramp Group A <sup>(5)</sup>	\$2.50	\$2.50		\$3.00		\$3.13		\$5.00
HTR Ramp Group B <sup>(6)</sup>	\$2.00	\$2.00		\$2.40		\$2.50		\$4.00
Westpark Tollway								
Mainline Plazas	\$3.50	\$3.50		\$4.20		\$4.38		\$7.00
WPT Plaza Group B <sup>(7)</sup>	\$2.50	\$2.50		\$3.00		\$3.13		\$5.00
WPT Plaza Group C <sup>(8)</sup>	\$1.50	\$1.50		\$1.80		\$1.90		\$3.00
WPT Plaza Group D <sup>(9)</sup>	\$1.00	\$1.00		\$1.30		\$1.40		\$2.00
WPT Plaza Group E <sup>(10)</sup>	\$1.00	\$1.00		\$1.30		\$1.40		\$2.00
Fort Bend Pky Ext.	\$3.50	\$3.50		\$4.20		\$4.38		\$7.00
Tomball Tollway								
Mainline Plaza	\$3.50	\$3.50		\$4.20		\$4.38		\$7.00
Boudreaux / Grand Pky	\$2.50	\$2.50		\$3.00		\$3.13		\$5.00
SH 249/ Holderrieth	\$2.00	\$2.00		\$2.40		\$2.50		\$4.00
FM 2920	\$1.50	\$1.50		\$1.80		\$1.90		\$3.00
Brown Rd.	\$1.00	\$1.00		\$1.30		\$1.40		\$2.00

<sup>(1) -</sup> Image transactions are non-AVI transactions based on license plate images.

<sup>(10)</sup> Westpark Tollway Ramp Group D Gessner Road East, South Post Oak Blvd, and Westpark Drive East



<sup>(2)</sup> SHT Ramp Group Aincludes W. Lake Houston, Generation Pkwy, Garrett Rd, Spencer Hwy, Fairmont Pkwy, SH

<sup>(3)</sup> SHT Ramp Group B includes John Ralston Road, Tidwell, Red Bluff, Monroe / Pearland Parkway, Cullen (FM

<sup>(4)</sup> SHT Ramp Group Cincludes Wilson Road and Beltway 8 (to Westpark east or west)

<sup>(5)</sup> Hardy Toll Road Ramp Group Aincludes Little York, Aldine Mail Route, Airport Connector, Richey Road, and F

<sup>(6)</sup> Hardy Toll Road Ramp Group B includes Tidwell Road, Central Greens Blvd, and Rankin Road

<sup>(7)</sup> Westpark Tollway Ramp Group Aincludes Cook Road

<sup>(8)</sup> Westpark Tollway Ramp Group B Fondren East

<sup>(9)</sup> Westpark Tollway Ramp Group C Beltway 8 (to southbound Sam Houston) and Fondren Road

Exhibit D

New Base AVI Toll Rates by Vehicle Class (1)

	Vehicle Classification								
Toll	Two	Three	Four	Five	Six	Seven	Eight or		
Facility	Axle	Axle	Axle	Axle	Axle	Axle	More Axle		
Sam Houston Tollway									
Mainline Plazas	\$1.50	\$3.50	\$5.25	\$7.00	\$8.75	\$10.50	\$12.25		
SHT Ramp Group A <sup>(2)</sup>	\$1.20	\$2.50	\$3.75	\$5.00	\$6.25	\$7.50	\$8.75		
SHT Ramp Group B <sup>(3)</sup>	\$0.90	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00		
SHT Ramp Group C <sup>(4)</sup>	\$0.50	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00	\$3.50		
Ship Channel Bridge	\$1.50	\$4.00	\$6.00	\$8.00	\$10.00	\$12.00	\$14.00		
Hardy Toll Road									
Mainline Plazas	\$1.50	\$3.50	\$5.25	\$7.00	\$8.75	\$10.50	\$12.25		
HTR Ramp Group A <sup>(5)</sup>	\$1.20	\$2.50	\$3.75	\$5.00	\$6.25	\$7.50	\$8.75		
HTR Ramp Group B <sup>(6)</sup>	\$0.90	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00		
Westpark Tollway									
Mainline Plazas	\$1.50	\$3.50	\$5.25	\$7.00	\$8.75	\$10.50	\$12.25		
WPT Plaza Group B <sup>(7)</sup>	\$1.20	\$2.50	\$3.75	\$5.00	\$6.25	\$7.50	\$8.75		
WPT Plaza Group C <sup>(8)</sup>	\$0.75	\$1.50	\$2.25	\$3.00	\$3.75	\$4.50	\$5.25		
WPT Plaza Group D <sup>(9)</sup>	\$0.50	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00	\$3.50		
WPT Plaza Group E <sup>(10)</sup>	\$0.40	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00	\$3.50		
Fort Bend Pky Ext.	\$1.50	\$3.50	\$5.25	\$7.00	\$8.75	\$10.50	\$12.25		
Tomball Tollway									
Mainline Plaza	\$1.50	\$3.50	\$5.25	\$7.00	\$8.75	\$10.50	\$12.25		
Boudreaux / Grand Pky	\$1.20	\$2.50	\$3.75	\$5.00	\$6.25	\$7.50	\$8.75		
SH 249/ Holderrieth	\$0.90	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00		
FM 2920	\$0.75	\$1.50	\$2.25	\$3.00	\$3.75	\$4.50	\$5.25		
Brown Rd.	\$0.50	\$1.00	\$1.50	\$2.00	\$2.50	\$3.00	\$3.50		

- (1) Includes EZ Tag and other AVI transponders accepted on the HCTRA system.
- (2) SHT Ramp Group Aincludes W. Lake Houston, Generation Pkwy, Garrett Rd, Spencer Hwy, Fairmont Pkwy, SH 35,
- (3) SHT Ramp Group B includes John Ralston Road, Tidwell, Red Bluff, Monroe / Pearland Parkway, Cullen (FM 865),
- (4) SHT Ramp Group Cincludes Wilson Road and Beltway 8 (to Westpark east or west)
- (5) Hardy Toll Road Ramp Group A includes Little York, Aldine Mail Route, Airport Connector, Richey Road, and FM 1960
- (6) Hardy Toll Road Ramp Group B includes Tidwell Road, Central Greens Blvd, and Rankin Road
- (7) Westpark Tollway Ramp Group Aincludes Cook Road
- (8) Westpark Tollway Ramp Group B Fondren East
- (9) Westpark Tollway Ramp Group C Beltway 8 (to southbound Sam Houston) and Fondren Road
- (10) Westpark Tollway Ramp Group D Gessner Road East, South Post Oak Blvd, and Westpark Drive East



Exhibit E

HCTRA Pre-Registered Image Toll Rates by Vehicle Class<sup>(1)</sup>

	Vehicle Classification								
Toll	Two	Three	Four	Five	Six	Seven	Eight or		
Facility	Axle	Axle	Axle	Axle	Axle	Axle	More Axle		
Sam Houston Tollway									
Mainline Plazas	\$1.80	\$4.20	\$6.30	\$8.40	\$10.50	\$12.60	\$14.70		
SHT Ramp Group A <sup>(2)</sup>	\$1.44	\$3.00	\$4.50	\$6.00	\$7.50	\$9.00	\$10.50		
SHT Ramp Group B <sup>(3)</sup>	\$1.08	\$2.40	\$3.60	\$4.80	\$6.00	\$7.20	\$8.40		
SHT Ramp Group C <sup>(4)</sup>	\$0.65	\$1.30	\$1.95	\$2.60	\$3.25	\$3.90	\$4.55		
Ship Channel Bridge	\$1.80	\$4.80	\$7.20	\$9.60	\$12.00	\$14.40	\$16.80		
Hardy Toll Road									
Mainline Plazas	\$1.80	\$4.20	\$6.30	\$8.40	\$10.50	\$12.60	\$14.70		
HTR Ramp Group A <sup>(5)</sup>	\$1.44	\$3.00	\$4.50	\$6.00	\$7.50	\$9.00	\$10.50		
HTR Ramp Group B <sup>(6)</sup>	\$1.08	\$2.40	\$3.60	\$4.80	\$6.00	\$7.20	\$8.40		
Westpark Tollway									
Mainline Plazas	\$1.80	\$4.20	\$6.30	\$8.40	\$10.50	\$12.60	\$14.70		
WPT Plaza Group B <sup>(7)</sup>	\$1.44	\$3.00	\$4.50	\$6.00	\$7.50	\$9.00	\$10.50		
WPT Plaza Group C <sup>(8)</sup>	\$0.90	\$1.80	\$2.70	\$3.60	\$4.50	\$5.40	\$6.30		
WPT Plaza Group D <sup>(9)</sup>	\$0.65	\$1.30	\$1.95	\$2.60	\$3.25	\$3.90	\$4.55		
WPT Plaza Group E <sup>(10)</sup>	\$0.55	\$1.30	\$1.95	\$2.60	\$3.25	\$3.90	\$4.55		
Fort Bend Pky Ext.	\$1.80	\$4.20	\$6.30	\$8.40	\$10.50	\$12.60	\$14.70		
Tomball Tollway									
Mainline Plaza	\$1.80	\$4.20	\$6.30	\$8.40	\$10.50	\$12.60	\$14.70		
Boudreaux / Grand Pky	\$1.44	\$3.00	\$4.50	\$6.00	\$7.50	\$9.00	\$10.50		
SH 249/ Holderrieth	\$1.08	\$2.40	\$3.60	\$4.80	\$6.00	\$7.20	\$8.40		
FM 2920	\$0.90	\$1.80	\$2.70	\$3.60	\$4.50	\$5.40	\$6.30		
Brown Rd.	\$0.65	\$1.30	\$1.95	\$2.60	\$3.25	\$3.90	\$4.55		

- (1) Image transactions involving license plates on vehicles registered under HCTRA registered payment program.
- (2) SHT Ramp Group Aincludes W. Lake Houston, Generation Pkwy, Garrett Rd, Spencer Hwy, Fairmont Pkwy, SH 35,
- (3) SHT Ramp Group Bincludes John Ralston Road, Tidwell, Red Bluff, Monroe / Pearland Parkway, Cullen (FM 865),
- (4) SHT Ramp Group Cincludes Wilson Road and Beltway 8 (to Westpark east or west)
- (5) Hardy Toll Road Ramp Group Aincludes Little York, Aldine Mail Route, Airport Connector, Richey Road, and FM 1960
- (6) Hardy Toll Road Ramp Group B includes Tidwell Road, Central Greens Blvd, and Rankin Road
- (7) Westpark Tollway Ramp Group Aincludes Cook Road
- (8) Westpark Tollway Ramp Group B Fondren East
- (9) Westpark Tollway Ramp Group C Beltway 8 (to southbound Sam Houston) and Fondren Road
- (10) Westpark Tollway Ramp Group D Gessner Road East, South Post Oak Blvd, and Westpark Drive East

CDM Smith

Exhibit F

Third Party Service Image Toll Rates by Vehicle Class (1)

	Vehicle Classification								
Toll	Two	Three	Four	Five	Six	Seven	Eight or		
Facility	Axle	Axle	Axle	Axle	Axle	Axle	More Axle		
Sam Houston Tollway									
Mainline Plazas	\$1.88	\$4.38	\$6.57	\$8.76	\$10.95	\$13.14	\$15.33		
SHT Ramp Group A <sup>(2)</sup>	\$1.50	\$3.13	\$4.70	\$6.26	\$7.83	\$9.39	\$10.96		
SHT Ramp Group B <sup>(3)</sup>	\$1.13	\$2.50	\$3.75	\$5.00	\$6.25	\$7.50	\$8.75		
SHT Ramp Group C <sup>(4)</sup>	\$0.70	\$1.40	\$2.10	\$2.80	\$3.50	\$4.20	\$4.90		
Ship Channel Bridge	\$1.88	\$5.00	\$7.50	\$10.00	\$12.50	\$15.00	\$17.50		
Hardy Toll Road									
Mainline Plazas	\$1.88	\$4.38	\$6.57	\$8.76	\$10.95	\$13.14	\$15.33		
HTR Ramp Group A <sup>(5)</sup>	\$1.50	\$3.13	\$4.70	\$6.26	\$7.83	\$9.39	\$10.96		
HTR Ramp Group B <sup>(6)</sup>	\$1.13	\$2.50	\$3.75	\$5.00	\$6.25	\$7.50	\$8.75		
Westpark Tollway									
Mainline Plazas	\$1.88	\$4.38	\$6.57	\$8.76	\$10.95	\$13.14	\$15.33		
WPT Plaza Group B <sup>(7)</sup>	\$1.50	\$3.13	\$4.70	\$6.26	\$7.83	\$9.39	\$10.96		
WPT Plaza Group C <sup>(8)</sup>	\$0.95	\$1.90	\$2.85	\$3.80	\$4.75	\$5.70	\$6.65		
WPT Plaza Group D <sup>(9)</sup>	\$0.70	\$1.40	\$2.10	\$2.80	\$3.50	\$4.20	\$4.90		
WPT Plaza Group E <sup>(10)</sup>	\$0.60	\$1.40	\$2.10	\$2.80	\$3.50	\$4.20	\$4.90		
Fort Bend Pky Ext.	\$1.88	\$4.38	\$6.57	\$8.76	\$10.95	\$13.14	\$15.33		
Tomball Tollway									
Mainline Plaza	\$1.88	\$4.38	\$6.57	\$8.76	\$10.95	\$13.14	\$15.33		
Boudreaux / Grand Pky	\$1.50	\$3.13	\$4.70	\$6.26	\$7.83	\$9.39	\$10.96		
SH 249/ Holderrieth	\$1.13	\$2.50	\$3.75	\$5.00	\$6.25	\$7.50	\$8.75		
FM 2920	\$0.95	\$1.90	\$2.85	\$3.80	\$4.75	\$5.70	\$6.65		
Brown Rd.	\$0.70	\$1.40	\$2.10	\$2.80	\$3.50	\$4.20	\$4.90		

- (1) Image transactions involving license plates on vehicles registered under Third Party Payment Provider Services.
- (2) SHT Ramp Group Aincludes W. Lake Houston, Generation Pkwy, Garrett Rd, Spencer Hwy, Fairmont Pkwy, SH 35,
- (3) SHT Ramp Group B includes John Ralston Road, Tidwell, Red Bluff, Monroe / Pearland Parkway, Cullen (FM 865),
- (4) SHT Ramp Group Cincludes Wilson Road and Beltway 8 (to Westpark east or west)
- (5) Hardy Toll Road Ramp Group Aincludes Little York, Aldine Mail Route, Airport Connector, Richey Road, and FM 1960
- (6) Hardy Toll Road Ramp Group Bincludes Tidwell Road, Central Greens Blvd, and Rankin Road
- (7) Westpark Tollway Ramp Group Aincludes Cook Road
- (8) Westpark Tollway Ramp Group B Fondren East
- (9) Westpark Tollway Ramp Group C Beltway 8 (to southbound Sam Houston) and Fondren Road
- (10) Westpark Tollway Ramp Group D Gessner Road East, South Post Oak Blvd, and Westpark Drive East



Exhibit G
Invoiced Image Toll Rates by Vehicle Class<sup>(1)</sup>

	Vehicle Classification								
Toll	Two	Three	Four	Five	Six	Seven	Eight or		
Facility	Axle	Axle	Axle	Axle	Axle	Axle	More Axle		
Sam Houston Tollway									
Mainline Plazas	\$3.00	\$7.00	\$10.50	\$14.00	\$17.50	\$21.00	\$24.50		
SHT Ramp Group A <sup>(2)</sup>	\$2.40	\$5.00	\$7.50	\$10.00	\$12.50	\$15.00	\$17.50		
SHT Ramp Group B <sup>(3)</sup>	\$1.80	\$4.00	\$6.00	\$8.00	\$10.00	\$12.00	\$14.00		
SHT Ramp Group C <sup>(4)</sup>	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00		
Ship Channel Bridge	\$3.00	\$8.00	\$12.00	\$16.00	\$20.00	\$24.00	\$28.00		
Hardy Toll Road									
Mainline Plazas	\$3.00	\$7.00	\$10.50	\$14.00	\$17.50	\$21.00	\$24.50		
HTR Ramp Group A <sup>(5)</sup>	\$2.40	\$5.00	\$7.50	\$10.00	\$12.50	\$15.00	\$17.50		
HTR Ramp Group B <sup>(6)</sup>	\$1.80	\$4.00	\$6.00	\$8.00	\$10.00	\$12.00	\$14.00		
Westpark Tollway									
Mainline Plazas	\$3.00	\$7.00	\$10.50	\$14.00	\$17.50	\$21.00	\$24.50		
WPT Plaza Group B <sup>(7)</sup>	\$2.40	\$5.00	\$7.50	\$10.00	\$12.50	\$15.00	\$17.50		
WPT Plaza Group C <sup>(8)</sup>	\$1.50	\$3.00	\$4.50	\$6.00	\$7.50	\$9.00	\$10.50		
WPT Plaza Group D <sup>(9)</sup>	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00		
WPT Plaza Group E <sup>(10)</sup>	\$0.90	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00		
Fort Bend Pky Ext.	\$3.00	\$7.00	\$10.50	\$14.00	\$17.50	\$21.00	\$24.50		
Tomball Tollway									
Mainline Plaza	\$3.00	\$7.00	\$10.50	\$14.00	\$17.50	\$21.00	\$24.50		
Boudreaux / Grand Pky	\$2.40	\$5.00	\$7.50	\$10.00	\$12.50	\$15.00	\$17.50		
SH 249/ Holderrieth	\$1.80	\$4.00	\$6.00	\$8.00	\$10.00	\$12.00	\$14.00		
FM 2920	\$1.50	\$3.00	\$4.50	\$6.00	\$7.50	\$9.00	\$10.50		
Brown Rd.	\$1.00	\$2.00	\$3.00	\$4.00	\$5.00	\$6.00	\$7.00		

- (1) Image transactions which are not pre-registered which require HCTRA invoicing.
- (2) SHT Ramp Group Aincludes W. Lake Houston, Generation Pkwy, Garrett Rd, Spencer Hwy, Fairmont Pkwy, SH 35,
- (3) SHT Ramp Group Bincludes John Ralston Road, Tidwell, Red Bluff, Monroe / Pearland Parkway, Cullen (FM 865),
- (4) SHT Ramp Group Cincludes Wilson Road and Beltway 8 (to Westpark east or west)
- (5) Hardy Toll Road Ramp Group Aincludes Little York, Aldine Mail Route, Airport Connector, Richey Road, and FM 1960
- (6) Hardy Toll Road Ramp Group B includes Tidwell Road, Central Greens Blvd, and Rankin Road
- (7) Westpark Tollway Ramp Group Aincludes Cook Road
- (8) Westpark Tollway Ramp Group B Fondren East
- (9) Westpark Tollway Ramp Group C Beltway 8 (to southbound Sam Houston) and Fondren Road
- (10) Westpark Tollway Ramp Group D Gessner Road East, South Post Oak Blvd, and Westpark Drive East



### **HCTRA Toll Invoicing Policy**

The purpose of this Toll Invoicing Policy is to help facilitate the operations of County Projects by establishing policies and guidelines relating to the collection of tolls and other related matters.

HCTRA expressly reserves the right to implement practices and procedures with respect to the collection of tolls that factor in, among other things, the costs of collection in time, effort, resources and dollars and the benefit to the toll road system and its operations of revenue collected or projected to be collected from toll transactions as described in this policy.

This Toll Invoicing Policy supersedes and replaces any and all prior *Interim Tolling Policy* and *Toll Violations and Waiver Policies*.

#### 1. **DEFINITIONS**

**Administrative Fees** – Administrative costs imposed pursuant to Section 284.0701 of the Texas Transportation Code, in the amounts and manner set forth in the "Fines and Fees Schedule" adopted by Commissioners Court, as may be amended.

**Amounts Due** – Any and all unpaid tolls, charges, fines, fees, and costs.

**Collection Fees** – Collection costs imposed pursuant to Section 284.202 of the Texas Transportation Code, in the amounts and manner set forth in the "Fines and Fees Schedule" adopted by Commissioners Court, as may be amended.

County Fines – Fines imposed pursuant to Section 284.2032 of the Texas Transportation Code, in the amounts and manner set forth in the "Fines and Fees Schedule" adopted by Commissioners Court, as may be amended, for each event of nonpayment of a required toll or charge imposed under Section 284.069 of the Texas Transportation Code or on any County Project as authorized under Section 228.059 of the Texas Transportation Code.

County Project – Any project as defined in Section 284.001(3) or any project or toll lanes operated and/or managed by the County under an agreement for tolling services, including but not limited to the Hardy Toll Road, the toll lanes that comprise the Houston METRO Express (HOV/HOT) Lane System, Katy Managed Lanes, Sam Houston Tollway, Sam Houston Tollway Ship Chanel Bridge, the toll lanes that comprise the State Highway 288 Express Toll System, Tomball Tollway, the Westpark Toll Road, and any project that TxDOT may authorize HCTRA to operate and/or manage.

**Fee Waiver** – A full or partial relinquishment of fees imposed under Section 284.0701 of the Texas Transportation Code on accounts that have not been referred to collections. Except where otherwise provided, this policy does not authorize a waiver of Tolls.

**HCTRA Toll Roads** – Any or all of the roads made part of the Harris County Toll Road Authority system by Commissioners Court.

**Second Toll Violation Invoice** – A second written notice of nonpayment and unpaid tolls which includes a statement of unpaid tolls, fines, and fees issued by HCTRA.

**Toll** – Commissioners Court's approved charge for using the HCTRA Toll Roads imposed from time to time under Section 284.069 of the Texas Transportation Code.

**Toll Setting Policy** – Policy, adopted by Commissioners Court, that establishes the Toll for each location on the HCTRA Toll Roads based on the type of transaction and payment method and vehicle classification, among other things, as may be amended.

**Toll Violation Invoice ("TVI")** – A written notice of nonpayment and notice of unpaid tolls, issued by HCTRA, pursuant to Sections 284.0701 and 284.202 of the Texas Transportation Code, which includes a statement of unpaid tolls, fines, and fees.

**Violation Event** – A failure or refusal to pay a Toll required by operation of a vehicle on a County Project, pursuant to Section 284.070 of the Texas Transportation Code.

## 2. TOLL VIOLATION INVOICE ("TVI")

Upon the effective date of this policy, HCTRA shall modify its invoice process to include the following features:

- Prompt notice to a violator of the initial Violation Event;
- Effective notice of Violation Events in a cost-efficient manner;
- The flexibility for HCTRA to issue TVIs depending on the number and frequency of the Violation Event(s) and the dollar amount of Toll(s);
- A cumulative summary of Violation Events on each TVI; and
- A \$10.00 Administrative Fee for each Toll Violation Invoice issued by HCTRA, imposed in the amount and manner set forth in the "Fines and Fees Schedule" adopted by Commissioners Court, as may be amended.

HCTRA may issue a TVI after a period of 30-days from the initial Violation Event or after the occurrence of multiple Violation Events within a 365-day period, depending on the number and frequency of the Violation Event(s) and the dollar amount of Toll(s). By reducing invoicing frequency, HCTRA reduces the instances when Administrative Fees are imposed.

HCTRA shall send a TVI for all Violation Events, that have not already been included in a prior Invoice, to the registered owner of each vehicle at the owner's address as shown in the vehicle registration records of the Texas Department of Motor Vehicles or analogous department or agency of another state or country or an alternate address provided by the vehicle owner or through other reliable means by first-class mail. In the alternative, a TVI may be sent as an electronic record pursuant to Section 284.0703 of the Texas Transportation Code.

The TVI shall include all applicable Administrative Fees and County Fines and require payment no sooner than 30 days after the date the TVI was mailed. The TVI must include the total Amounts Due, the date by which the Amounts Due must be paid and notice that failure to pay the amount

due within the required period will result in a) the assessment of additional Administrative and Collection Fees, b) an offense under Section 284.0701 of the Texas Transportation Code, and c) the vehicle being prohibited from accessing any County Project.

### 3. SECOND TOLL VIOLATION INVOICE

When a TVI remains unpaid by the due date indicated, HCTRA may send a Second Toll Violation Invoice as a courtesy to the registered owner of the vehicle at the registered owner's address as shown in the vehicle registration records of the Texas Department of Motor Vehicles or the analogous department or agency of another state or country, as provided by the owner, or as derived through other reliable means by either first-class mail or as an electronic record pursuant to Section 284.0703 of the Texas Transportation Code.

The Second Toll Violation Invoice will require payment not sooner than the 30<sup>th</sup> day after the date the Second Toll Violation Invoice was mailed. The Second Toll Violation Invoice must include the total Amounts Due, the date by which the Amount Due must be paid, and a notice that operating the vehicle on a County Project is expressly prohibited.

#### 4. DISPUTES

HCTRA may suspend the due date indicated in the TVI if a user properly disputes a Toll. HCTRA will research the disputed Toll and notify the customer of the findings and may reissue the TVI with revised Amounts Due and new due date, if applicable.

#### 5. FEE WAIVERS

Fee Waivers shall be permitted in the following circumstances for EZ TAG customers and Non EZ TAG customers. 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.

Notwithstanding anything to the contrary contained elsewhere, HCTRA reserves the right to deny or modify a Fee Waiver in its sole discretion based on a case-by-case review.

EZ TAG customers will be charged the EZ TAG Toll amounts according to the Toll Setting Policy. Non EZ TAG customers will be charged the rates according to the Toll Setting Policy, unless otherwise stipulated below.

The waiver of any fees associated with the circumstances listed below shall not counted toward the permitted maximum number of Fee Waivers permitted during a 365-day period:

- HCTRA system or data entry error that results in an incorrect TVI.
- TxDOT or other toll agency record error that results in an incorrect TVI.
- Customer reports that the vehicle was sold, stolen, repossessed, traded-in, or given to charity before the Violation Events (s) occurred. One of the following forms of

documentation is required:

- 1. Copy of Texas Motor Vehicle Transfer Notification
- 2. Copy of bill of sale (dated and signed by both parties)
- 3. Copy of Title (dated and signed by both parties)
- 4. Copy of Odometer Disclosure Statement
- 5. Copy of Repossession Statement
- 6. Copy of Police Report
- 7. Letter from insurance company stating the vehicle was salvaged.
- Customer reports credit card lost or stolen (documentation required).
- An error by a third-party banking institution or credit card processor that results in the issuance of a TVI.
- Customer or Registered Owner is deceased and the amount due on violation invoices does not exceed \$300.00 (Death Certificate required).

#### A. EZ TAG Customers

EZ TAG customers may receive up to two Fee Waivers within a 365-day period from the date of the first waiver so long as the account has not aged to the debt collection process.

This includes the following circumstances:

- 1) Failing to update vehicle license information on an EZ TAG account, including those circumstances where the customer receives a TVI for failing to list a rental/lease vehicle on their EZ TAG account (*e.g.*, failure to use EZ Plate),
- 2) Failing to update credit/debit card expiration date on an EZ TAG account, and
- 3) Failure/rejection of the payment method(s) on an EZ TAG account (e.g., card is rejected and electronic funds transfer does not occur).

### B. Non-EZ TAG Customers

Non-EZ TAG account holders may receive only one Fee Waiver per vehicle within a 365-day period for any reason so long as the account has not aged to the debt collection process.

While some circumstances are beyond the norm and may need to be escalated for additional consideration, generally any customer who receives one or more TVIs may have the Administrative Fees waived before the account is referred to collections.

The amount of the Fee Waiver will be determined and set by the Executive Director of the Harris County Toll Road Authority, utilizing their experience, good judgment, and discretion. This Waiver is not available unless requested by the owner of the vehicle.

To provide convenient customer service, reduce HCTRA's operating expenses, and improve Toll collection, HCTRA is encouraged to convert Non EZ TAG customers to EZ TAG accounts when practical. In doing so HCTRA will apply the following guideline:

 If a non EZ TAG Customer opens an EZ TAG account after receiving one or more TVIs, before the account is referred to Collections, the customer will be charged the Pre-Registered Plate Toll amount according to the Toll Setting Policy and all Administrative Fees will be waived.

Customers may not qualify for an EZ TAG account conversion reduction by opening a new EZ TAG account when a customer already has an account, or by closing an existing EZ TAG Account and opening another one.

#### 6. COLLECTIONS

After a TVI remains unpaid by the indicated due date, HCTRA will refer the delinquent account to the Office of County Attorney for collection and enforcement on the 60<sup>th</sup> day after the mail date of the underlying TVI. Collection Fees will be imposed in the amounts and manner set forth in the "Fines and Fees Schedule" adopted by Commissioners Court, as may be amended. Commissioners Court hereby authorizes the Office of County Attorney to settle and resolve all contested matters without respect to the amounts in controversy or number of vehicles or accounts.

#### 7. ABILITY TO TOLL

A toll transaction that, with all due diligence, cannot be posted to either the Patron Account or violation system within 60 days because of technological errors (*e.g.*, system malfunction, interface errors, etc.), power supply interruptions, or process failures, at the option of HCTRA, may be deemed a non-enforceable obligation of the patron. HCTRA reserves the right to recover loss of tolls associated with technological errors from contractors responsible for the losses.

#### 8. EFFECTIVE DATE

Implementation of the terms of this Order shall be effective beginning August 1, 2023.

#### FINE & FEE SCHEDULE

The Commissioners Court imposes the following fines and costs for the collection of the unpaid tolls and charges:

- (A) **County Fine.** Pursuant to Section 284.2032 of the Texas Transportation Code, the Commissioners Court of Harris County hereby imposes a County Fine of one dollar (\$1.00) for each event of nonpayment of a required toll or charge imposed under section 284.069 of the Texas Transportation Code or on any county project as authorized under Section 228.059 of the Texas Transportation Code.
- (B) **Administrative Fee.** Pursuant to Section 284.0701 of the Texas Transportation Code, the Commissioners Court of Harris County hereby imposes an administrative cost, totaling ten dollars (\$10.00) for each Toll Violation Invoice for each event of nonpayment of a required toll or charge under Section 284.070 or on any county project as authorized under Section 228.059 of the Texas Transportation Code. The total amount of unpaid Administrative Fees shall not exceed seven hundred and fifty dollars (\$750.00) for each vehicle.
- (C) Collection Fee. Pursuant to Section 284.202 of the Texas Transportation Code, the Commissioners Court of Harris County hereby imposes a Collection Fee of ten dollars (\$10.00) for each Toll Violation Invoice that is not fully paid within sixty (60) days of the mail date of the invoice. The total amount of unpaid Collection Fees shall not exceed five hundred dollars (\$500.00) for each vehicle.
- (D) Citation Fee. Pursuant to Section 284.202 of the Texas Transportation Code, the Commissioners Court of Harris County hereby imposes a Citation Fee of fifty dollars (\$50.00) for each account of an unpaid toll or charge on which a citation has been issued initiating the administrative adjudication hearing process; such cost to be paid to the Law Firm upon collection.
- (E) **Hearing Fee.** Pursuant to Section 284.202 of the Texas Transportation Code, the Commissioners Court of Harris County hereby imposes a Hearing Fee of fifty dollars (\$50.00) as a cost for each account of an unpaid toll or charge which is presented at an administrative adjudication hearing.
- (F) **Hearing Fine.** Pursuant to Section 284.204 of the Texas Transportation Code, the Commissioners Court of Harris County hereby authorizes an Administrative Hearing Officer to impose a civil fine in an amount not less than one dollar (\$1.00) or more than five hundred dollars (\$500.00) when issuing a decision.

THE STATE OF TEXAS §				
COUNTY OF HARRIS §				
The Commissioners Court of Harris Couterm at the Harris County Administration E, with all members.	Building	in the	City of Hous	ston, Texas, or
A quorum was present. Among other bus	siness, the	e follow	ving was transac	eted:
A COUNTY PROJECT AFTER FAIL CHARGE; IMPOSING FINES ADMINISTRATIVE ADJUDICATIO VIOLATION OF PROHIBITION  Commissioner	AND TO AN	FEES; ARING	AND ADO PROCEDUR	OPTING RE FOR
Commissioners Court adopt the order. Commiss motion for adoption of the order. The motion, car by the following vote:	sioner			seconded the
	Yes	No	Abstain	
Judge Lina Hidalgo				
Comm. Rodney Ellis				
Comm. Adrian Garcia				
Comm. Tom S. Ramsey, P.E.				

The Presiding Member thereupon announced that the motion had duly and lawfully carried and that the order had been duly and lawfully adopted. The order adopted follows:

Comm. Lesley Briones

WHEREAS, the Commissioners Court ordered on January 23, 1996 that, effective February 1, 1996, no motor vehicle may be operated on any county project for which a toll or charge has been legally imposed if the operator has failed to pay a required toll or charge pursuant to section 284.070 of the Texas Transportation Code;

WHEREAS, the Commissioners Court ordered on May 2, 2000 the adoption of an administrative adjudication hearing procedure for violations of the January 23, 1996 order;

WHEREAS, the Commissioners Court ordered on May 11, 2004 the adoption of a revised administrative adjudication hearing procedure for violations of the January 23, 1996 order to incorporate the contract with a third-party law firm for the collections of fines, fees, and costs owed to the County;

WHEREAS, the Commissioners Court ordered on February 12, 2019 the modification of the administrative and collection fees charged for toll road violations and the collections be performed in-house by County personnel and the County Attorney;

WHEREAS, House Bill 1116 of the 87th Texas Legislature, effective May 15, 2021, amended Section 228.059 of the Texas Transportation Code to require that, for toll lanes authorized pursuant to Section 228.007(b) or under an agreement under Subchapter E of Chapter 223 of the Texas Transportation Code, a toll collected pursuant to an agreement for tolling services with a toll project entity, such as the County, is governed by the fee and fine structure of the entity issuing the initial toll invoice;

WHEREAS, the County is the entity that issues the initial toll invoice for the collection of tolls pursuant to certain tolling services agreements with other entities that were authorized to operate toll lanes pursuant to Section 228.007(b) or under an agreement under Subchapter E of Chapter 223 of the Texas Transportation Code; therefore, pursuant to Section 228.059 of the Texas Transportation Code, any tolls collected by the County pursuant to any such tolling service agreement are governed by the same fee and fine structure as the County;

WHEREAS, the County is a toll project entity under Chapter 284 of the Texas Transportation Code, and the County's fee and fine structure for the collection and enforcement of tolls is set forth in Chapter 284;

WHEREAS, the County owns and operates certain county toll projects that comprise the County's toll road system, which collectively are operated by the Harris County Toll Road Authority ("HCTRA"), a unit of County government, as a "pooled" project under Chapter 284;

WHEREAS, as the entity that issues the initial invoice, now that the County is expressly authorized to use its fee and fine structure to govern the collection of tolls for other entity projects, the Commissioners Court desires to establish uniform collection and enforcement methods by which the County will use the same powers and procedures including the use of administrative hearing procedures and the imposition of fees and fines, for toll enforcement of other entity projects as are available to the County with respect to County Projects under Chapter 284;

WHEREAS, the Commissioners Court desires to order a revised administrative adjudication hearing procedure to allow or require remote audio/video hearings;

WHEREAS, the Commissioners Court desires to reduce certain hearing fees and costs; and THEREFORE, IT IS ORDERED that the following is duly and lawfully adopted:

ORDER PROHIBITING THE OPERATION OF A MOTOR VEHICLE ON A COUNTY PROJECT AFTER FAILURE TO PAY REQUIRED TOLL OR CHARGE; IMPOSING FINES AND FEES; AND ADOPTING ADMINISTRATIVE ADJUDICATION HEARING PROCEDURE FOR VIOLATION OF PROHIBITION

### Section 1. Scope and Purpose

Pursuant to Title VI of the Texas Transportation Code, the Commissioners Court of Harris County hereby adopts the following Order.

Pursuant to Section 284.202 of the Texas Transportation Code, the Commissioners Court of Harris County adopts this Order prohibiting the operation of a motor vehicle on all county projects if an operator of the vehicle has failed to pay a required toll or charge, notice is provided to the registered owner of the vehicle of the unpaid toll or charge, and the amounts due are not timely paid.

Pursuant to Section 284.2032 of the Texas Transportation Code, the Commissioners Court of Harris County imposes a \$1.00 fine for each event of nonpayment of a required toll or charge imposed under Section 284.069 of the Texas Transportation Code or on any county project as authorized under Section 228.059 of the Texas Transportation Code.

Pursuant to Section 284.204 of the Texas Transportation Code, the Commissioners Court of Harris County adopts procedures for the administrative adjudication of persons suspected of the violation of the Order and imposes the following costs for the collection of unpaid tolls or charges. The administrative adjudication hearing procedure is adopted to enforce the payment of tolls and charges imposed for the use of county projects and to deter owners and operators of motor vehicles from failing to pay tolls and charges as required.

### Section 2. Definitions

The words and terms defined in this procedure shall have the meanings ascribed unless the context clearly indicates another meaning.

Administrative order means a decision by a Hearing Officer issued under Section 284.208(a) of the Texas Transportation Code or an order compelling the attendance of witnesses and the production of documents under Section 284.204(b)(2) of the Texas Transportation Code, pursuant to this procedure.

Amounts due means any and all unpaid tolls, charges, fines, fees, and costs.

Department means the Texas Department of Motor Vehicles.

County project means any project as defined in Section 284.001(3) or any project or toll lanes operated or managed by the County under an agreement for tolling services, including but not limited to the Hardy Toll Road, the toll lanes that comprise the Houston METRO

Express (HOV/HOT) Lane System, Katy Managed Lanes, Sam Houston Tollway, Sam Houston Tollway Ship Chanel Bridge, the toll lanes that comprise the State Highway 288 Express Toll System, Tomball Tollway, the Westpark Toll Road, and any portion of the State Highway 99 Grand Parkway that TxDOT may authorize HCTRA to operate or manage.

Motor vehicle means a self-propelled vehicle and includes a bus, light truck, motorcycle, passenger car, school bus, truck, or truck tractor for which a toll is required for the operation of the vehicle on a County Project.

*Order* means the "Order Prohibiting the Operation of Motor Vehicle on a County Toll Causeway, Bridge, Tunnel, Turnpike, Highway, or Combination of Those Facilities after Failure to Pay Required Toll or Charge," adopted by Commissioners Court on January 23, 1996, and effective February 1, 1996, as amended by Commissioners Court on May 2, 2000, May 11, 2004, and by this Order.

*Registered owner* means the person designated as the owner on the certificate of title issued by the Texas Department of Motor Vehicles for the motor vehicle.

## Section 3. Toll Payment Required

Unless otherwise exempt, all persons operating motor vehicles on a county project are required to pay tolls at designated toll plazas.

### Section 4. Failure to Pay Toll

Unless otherwise exempt, no person may operate a motor vehicle, or cause or allow the operation of a motor vehicle on a county project unless the motor vehicle is equipped with an authorized electronic transponder assigned to the vehicle and a funded prepaid account exists to pay the amounts due applicable to the vehicle or is associated with an authorized funded prepaid account that does not require an electronic transponder.

## Section 5. Prohibiting Operation of Motor Vehicle on County Projects; Costs

Pursuant to Title VI the Texas Transportation Code, including Chapters 228 and 284, the Harris County Commissioners Court hereby prohibits the operation of a motor vehicle on a county project, if:

- (A) an operator of a motor vehicle has failed to pay a required toll or charge;
- (B) the registered owner of the vehicle is provided notice of the unpaid toll or charge; and
- (C) the amounts due are not paid by the due date specified in the notice.

The notice must be mailed to the registered owner of the vehicle at least 10 days before the date the prohibition takes effect. The operation of the motor vehicle on any county project is prohibited effective on the date specified in the notice and the prohibition shall continue until the amounts due are paid in full.

If the registered owner fails to pay the toll or charge not later than the 10<sup>th</sup> day after the notice is mailed, the Harris County Commissioners Court hereby imposes a reasonable cost for expenses associated with collecting the unpaid toll or charge as specified in the attached *Fine and Fee Schedule*, as may be amended.

### Section 6. Administrative Adjudication Procedure

**Appointment of Hearing Officers.** The Commissioners Court shall appoint one or more licensed attorneys, who are not current employees of the County, to serve as hearing officers. A hearing officer appointed by Commissioners Court shall serve at the pleasure of the Commissioners Court and shall implement this administrative adjudication procedure. A hearing officer shall be paid five-hundred dollars for each adjudicated hearing docket over which they preside.

A hearing officer shall have the authority to administer oaths and to issue administrative orders compelling the attendance of witnesses and production of documents.

An administrative order issued by a hearing officer compelling the attendance of witnesses or production of documents may be enforced by a Justice of the Peace.

**County Attorney.** The County Attorney is authorized to collect, enforce, and seek all legal remedies for amounts due and owed on any county project.

**Initiation of Administrative Adjudication Process.** The administrative adjudication procedure for enforcement of payment of all amounts due shall be initiated by the issuance of a citation to the registered owner of the vehicle who is suspected of violating the Order by operating, or causing or allowing the operation of a motor vehicle on a county project when prohibited, on at least two separate occasions within a 12-month period.

The citation may, without a participant's consent, allow or require anyone involved in any hearing, including but not limited to a party, attorney, witness, to participate remotely, such as by teleconferencing or videoconferencing. The citation will inform the registered owner of the right to a hearing to determine whether the registered owner is liable for a violation of the Order, and will state the date, time, and place of the hearing (or a website and phone number for remote hearings, if applicable).

The citation may be served by (1) certified mail sent to the address of the Registered Owner maintained by the Department, (2) personal delivery by an Investigator with the County Attorney's Office to the person to be served, or to the person's duly authorized agent, or (3) telephonic document transfer to person's current telecopier number with acknowledgement of receipt, (4) electronic mail or (4) any other manner as the hearing officer, in the hearing officer's discretion, may direct.

Service by certified mail shall be complete upon deposit of the citation in a post office or official depository under the care and custody of the United States Postal Service.

A copy of the record of the amount of the amounts due, applicable to the motor vehicle, shall be attached to and made a part of the citation.

**Notice.** A person shall be entitled to at least twenty (20) days' notice prior to a hearing.

The right to a hearing shall be exercised by the in-person or remote personal appearance, as allowed or required by the notice language on the citation, on the date and at the time and place specified for the hearing.

A person may appear with counsel.

A person may request the hearing officer to issue an administrative order compelling the attendance of witnesses and the production of documents. The person must make the request in writing, on or before the 7<sup>th</sup> day before the date of the scheduled hearing.

A person may request a court reporter to transcribe the hearing. The person must make the request in writing and pay a court reporter cost of \$200.00 (cash, cashier's check or money order made payable to Harris County) on or before the 7<sup>th</sup> day before the date of the scheduled hearing.

**Continuance.** A request for the continuance of a scheduled hearing must be made on or before the 7<sup>th</sup> day before the date of the scheduled hearing. To obtain a continuance, a person must post a cash bond equal to the amounts due.

The conditions of the bond shall be that person (i) will appear to answer the citation as required, and (ii) will pay the amount of any civil fine and costs assessed by the hearing officer, and (iii) in the event of the person's failure to appear at the hearing, consents to the forfeiture of the bond and application of the proceeds of the bond to the amounts due.

A person may assign the proceeds of a cash bond to satisfy any fine and costs assessed.

Upon acceptance of the cash bond, the hearing will be rescheduled to a date not later than ninety (90) days from the date of the original hearing.

Unless mutually agreed, only one continuance per proceeding may be granted.

**Presumptions and Evidence.** In an administrative adjudication hearing it is presumed that:

(1) the registered owner of the motor vehicle that is the subject of the hearing is the person who operated or allowed another person to operate the motor vehicle in violation of the Order; and,

(2) a computer record of the Department of the registered owner of the motor vehicle is prima facia evidence of its contents.

A copy of the citation includes the record of Harris County of all amounts due applicable to the motor vehicle, is a record kept in the ordinary course of business of Harris County and is rebuttable proof of the facts it contains.

**Attendance at Hearing.** At the hearing, the person may admit, admit with explanation, or deny, the failure to pay.

The failure of a person to appear at the hearing is considered an admission of liability for the failure to pay, and of the amounts due, and the hearing officer may issue an administrative order assessing a fine and costs on that basis.

An authorized representative of Harris County shall appear at the hearing.

All recordings (video and/or audio), by hearing attendees, of a remote appearance is strictly prohibited. No person, other than a court reporter, may record a hearing proceeding. This prohibition applies to any member of the public viewing the proceeding on any livestreaming site and to persons with the ability to record the hearing.

**Hearing.** The citation with the record of Harris County showing the amounts due applicable to the motor vehicle shall serve as the complaint, and no further pleading shall be necessary.

The hearing officer shall examine the contents of the citation and the record of Harris County showing the amounts due applicable to the motor vehicle and shall hear and review testimony and evidence.

The hearing officer shall issue a decision stating:

- (1) whether or not the person is liable for a violation of the Order and,
- (2) if liable, the amount of the fine and costs to be assessed against the person.

The hearing officer may impose a Hearing Fine.

The costs of the proceeding shall be specified in the attached *Fine and Fee Schedule*, as may be amended.

A decision of the hearing officer finding liability shall be filed with the Harris County Clerk, who shall keep the decision in a separate index and file.

A copy of the decision of the hearing officer, together with the date the decision was filed with the Harris County Clerk shall be mailed by regular mail to the person's address as shown on the citation, or to the person's last known address as maintained by Harris County.

After the expiration of thirty-one (31) days from the date the decision of the hearing officer was filed with the County Clerk and failure to pay the amounts due, notification will be given to the Department to refuse to register the motor vehicle.

**Appeal.** A decision of the hearing officer finding that a person is liable for a violation of the Order may be appealed to the Harris County Civil Courts at Law.

To appeal, the person must file a petition with the Clerk of the County Civil Court at Law not later than the 30<sup>th</sup> day after the date the hearing officer's decision is filed with the Harris County Clerk. The petition must be accompanied by payment of the costs required by law for filing petitions with the County Civil Court at Law.

The person shall deliver a copy of the petition to Harris County no later than the 3<sup>rd</sup> business day after the filing of the appeal.

The Clerk of the reviewing court shall schedule a hearing and notify all parties of the date, time, and place of the hearing.

The record of the administrative adjudication hearing shall be delivered to the Clerk of the reviewing court in which the appeal is filed ("reviewing court") no later than the 30<sup>th</sup> day after the date of the petition initiating the appeal was filed.

The reviewing court may not substitute its judgment for the judgment of the hearing officer on the weight of the evidence on questions committed to the hearing officer's discretion, but:

- (i) may affirm the decision of the hearing officer in whole or in part; and
- (ii) shall reverse, or remand for further proceedings if substantial rights of the person have been prejudiced because the decision of the hearing officer is:
  - (a) in violation of a constitutional or statutory provision;
  - (b) in excess of hearing officer's statutory authority;
  - (c) made through unlawful procedure;
  - (d) affected by other error of law;
  - (e) not reasonably supported by substantial evidence considering the reliable and probative evidence in the record as a whole; or
  - (f) arbitrary or capricious or characterized by abuse of discretion or clearly unwarranted exercise of discretion.

The person shall offer, and the reviewing court shall admit, the record into evidence as an exhibit.

The reviewing court shall conduct the review sitting without a jury and is confined to the record of the administrative adjudication hearing.

The filing of an appeal does not stay the enforcement and collection of the decision of the hearing officer.

In order to stay enforcement and collection of the decision of the hearing officer, the person appealing must post a cash bond, in the amount of the fine and cost assessed, conditioned that the person appealing will appear and prosecute the appeal as required, and will pay the fine and costs, if any, for which the person appealing may be liable, and that in the event the decision of the hearing officer is affirmed, the proceeds of the cash bond may be applied to satisfy the fine and costs.

**Enforcement of Decision.** A decision of the hearing officer shall be enforced by any of the following, pursuant to section 284.209 of the Texas Transportation Code:

- (1) the placement of a device that prohibits movement of a motor vehicle on the vehicle that is the subject of the decision;
- (2) the imposition of an additional fine, if the fine and costs assessed are not paid within thirty (30) days from the date of the decision of the hearing officer or of the affirmance of the decision of the hearing officer; or
- (3) the refusal of the Department or Tax Assessor-Collector to allow the registration of the motor vehicle that is the subject of the decision.

**Payment.** Payment of tolls, charges, fines, fees, and costs shall be made to Harris County.

A person who is suspected of having violated the Order on at least two separate occasions within a 12-month period may pay the amounts due at any time prior to the scheduled hearing, without additional penalty.

When the amounts due have been paid in full, the prohibition of the operation of a motor vehicle on a county project will be removed and the Department will be notified of the payment, if applicable.

The fine and costs must be paid in full within thirty (30) days of the decision of the hearing officer, or in accordance with payment terms authorized by the hearing officer, or within thirty (30) days of the affirmance of the decision of the hearing officer. The hearing officer may impose an additional fine, for willful failure to pay fines and costs as required.

**Litigation.** Nothing in this Administrative Procedure shall preclude the County from initiating litigation or using any legal remedies, at any point in time, to collect outstanding unpaid tolls, charges, fines, fees, and costs, regardless as to whether an administrative hearing has been conducted on the underlying amounts due.

#### Section 7. Fine and Fee Schedule.

The Commissioners Court imposes reasonable costs, fines, and fees for expenses associated with collecting the unpaid toll or charge as specified in the attached *Fine and Fee* 

*Schedule*. The *Fine and Fee Schedule*, as may be amended, is incorporated by reference and made a part of this Order for all intents and purposes as though set out in full word for word.

## Section 8. Execution

All Harris County officials and employees are authorized to do any and all things necessary or convenient to accomplish the purposes of this Order.

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