

## 495 Express Lanes Customer Management

The vast majority of 495 Express Lanes customers use the road properly. In fact, since the road opened nearly 96% of trips on the 495 Express Lanes are tolled, HOV or exempt trips. Approximately 4% of trips are unpaid trips. Transurban's approach to collecting unpaid trips has several steps in order to help travelers avoid high fees. All fees collected are used exclusively to fund enforcement activities.

## The Enforcement Process

It's easy for travelers to take care of their toll to avoid escalating fees. There are multiple ways to pay.

### PAYMENT OPTIONS



Online








Phone

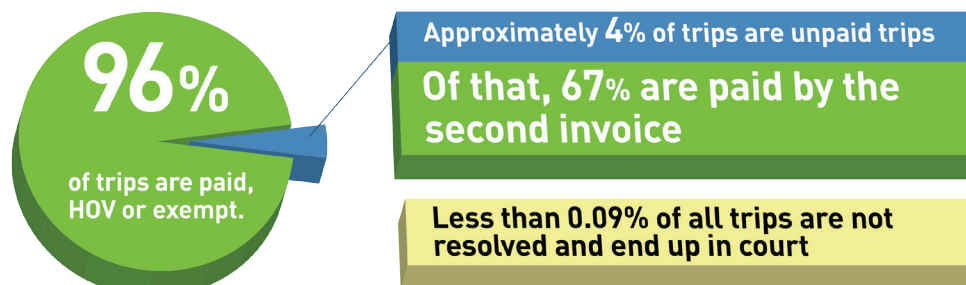


Mail

Here's how the enforcement process works if travelers do not pay their toll. The administrative fees outlined below are per trip.

				
MISSED TOLL	FIRST INVOICE	SECOND INVOICE	COLLECTIONS	COURT
Administrative Fee				
\$1.50	\$12.50	\$25.00	\$100.00	\$100 + court fees and civil penalties*
Within 5 days of trip	6-35 days after trip	36-65 days after trip	66+ days after trip	180+ days after trip

## Trips and Unpaid Trips at a Glance



## Enforcement Process on Tolled Facilities

In order to ensure travelers follow the rules of the road, toll facilities put an enforcement program in place. The 495 Express Lanes program is similar to other tolled facilities in the commonwealth and throughout the United States.

**495 Express Lanes is one of a few toll facilities that offers a pre-enforcement payment option via its Missed a Toll website feature.**



	Pre-Enforcement (Video Toll)	Stage 1 (letter 1)	Stage 2 (letter 2)	Stage 3 (letter 3)	Stage 4 (debt collection)	Court Stage (add'l court fees)
<b>495 Express Lanes</b>	<b>\$1.50</b>	\$12.50 per unpaid toll	\$25 per unpaid toll	N/A	\$100 per unpaid toll	\$50 (minimum)
<b>Dulles Greenway</b>	\$0**	\$25	No Additional Fees	N/A	N/A	\$50 (minimum)
<b>E-ZPass MD (8 facilities) (MD)</b>	\$1 to \$15	\$50	N/A	N/A	CCU fee (MD State Collection) varies	\$50 (minimum)
<b>Golden Gate Bridge (CA)</b>	N/A	\$25	\$70	N/A	Debt Collection Agency – varies	Vehicle registration withheld
<b>Sun Pass (95 Express Lanes) (FL)</b>	N/A	\$2.50	\$5	\$25	Debt Collection Agency – varies	\$100 (minimum)
<b>E-ZPass DE (2 facilities) (DE)</b>	N/A	\$25	\$62.50*	N/A	Debt Collection Agency – varies	Unspecified
<b>E-ZPass PA (PA Turnpike) (PA)</b>	N/A	\$25	\$40	N/A	Debt Collection Agency – varies	Unspecified
<b>91 Express Lanes (SR91) (CA)</b>	N/A	\$25	\$55	\$100-\$195	N/A	Unspecified
<b>PeachPass GA (I85EL &amp; GA400) (GA)</b>	N/A	\$25	N/A	N/A	N/A	\$70

\*Civil penalty of \$25 plus civil penalty surcharge of \$37.50.

\*\*Payment must be mailed or settled in-person.

Unless noted, the above fees apply to each unpaid toll.

### Sources:

- Dulles Greenway: <http://www.dullesgreenway.com/violations-unpaid-tolls/> • E-ZPass MD: [http://www.mdt.maryland.gov/Toll\\_Facilities/ICC.html](http://www.mdt.maryland.gov/Toll_Facilities/ICC.html)
- Golden Gate Bridge: <https://www.bayareafastrak.org/vector/static/about/faq.shtml> • Sun Pass 95: <https://www.sunpass.com/violationsCustomer>
- E-ZPass DE : <http://www.ezpassde.com/faq.shtml#violations> • PA Turnpike: <https://www.ezpass.csc.paturnpike.com/Violations/Pages/Login.aspx?ReturnUrl=%2fViolations%2f>
- 91 Express Lanes: <http://www.91expresslanes.com/violations.asp> • PeachPass GA: <http://www.peachpass.com/faq/>