

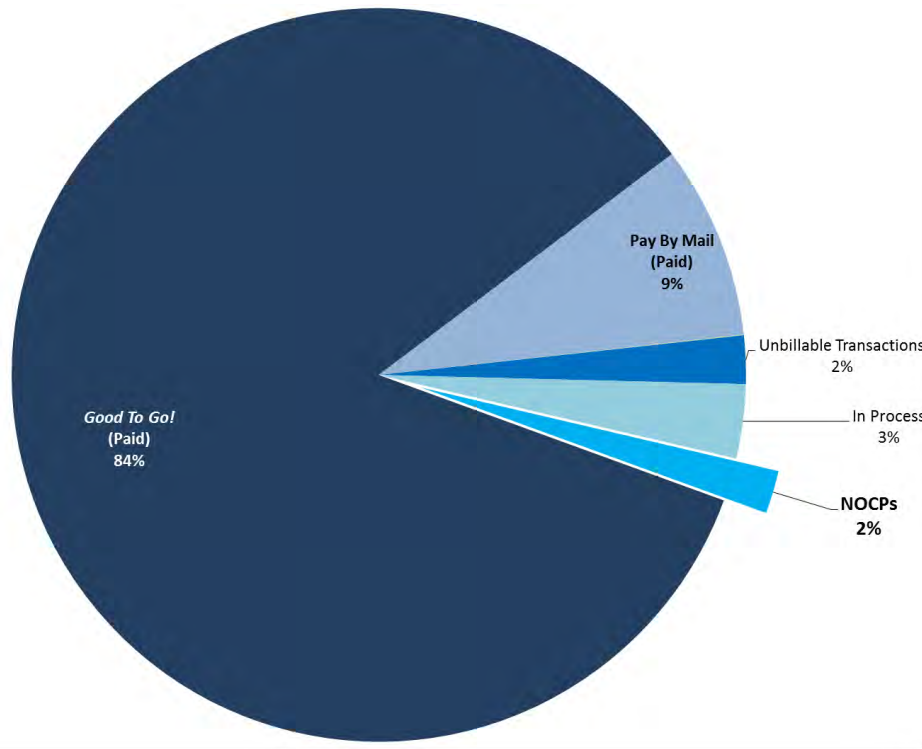
Notice of Civil Penalty Update

Craig J. Stone, P.E.
Assistant Secretary
Toll Division

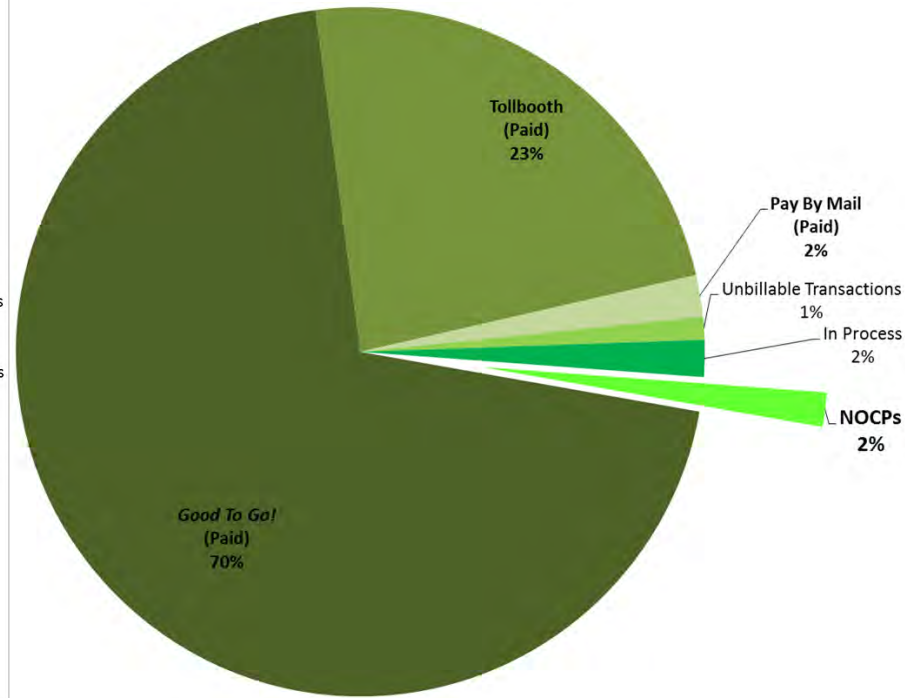
Washington State Transportation Commission
February 19, 2015

Toll Enforcement Program FY 2014

SR 520



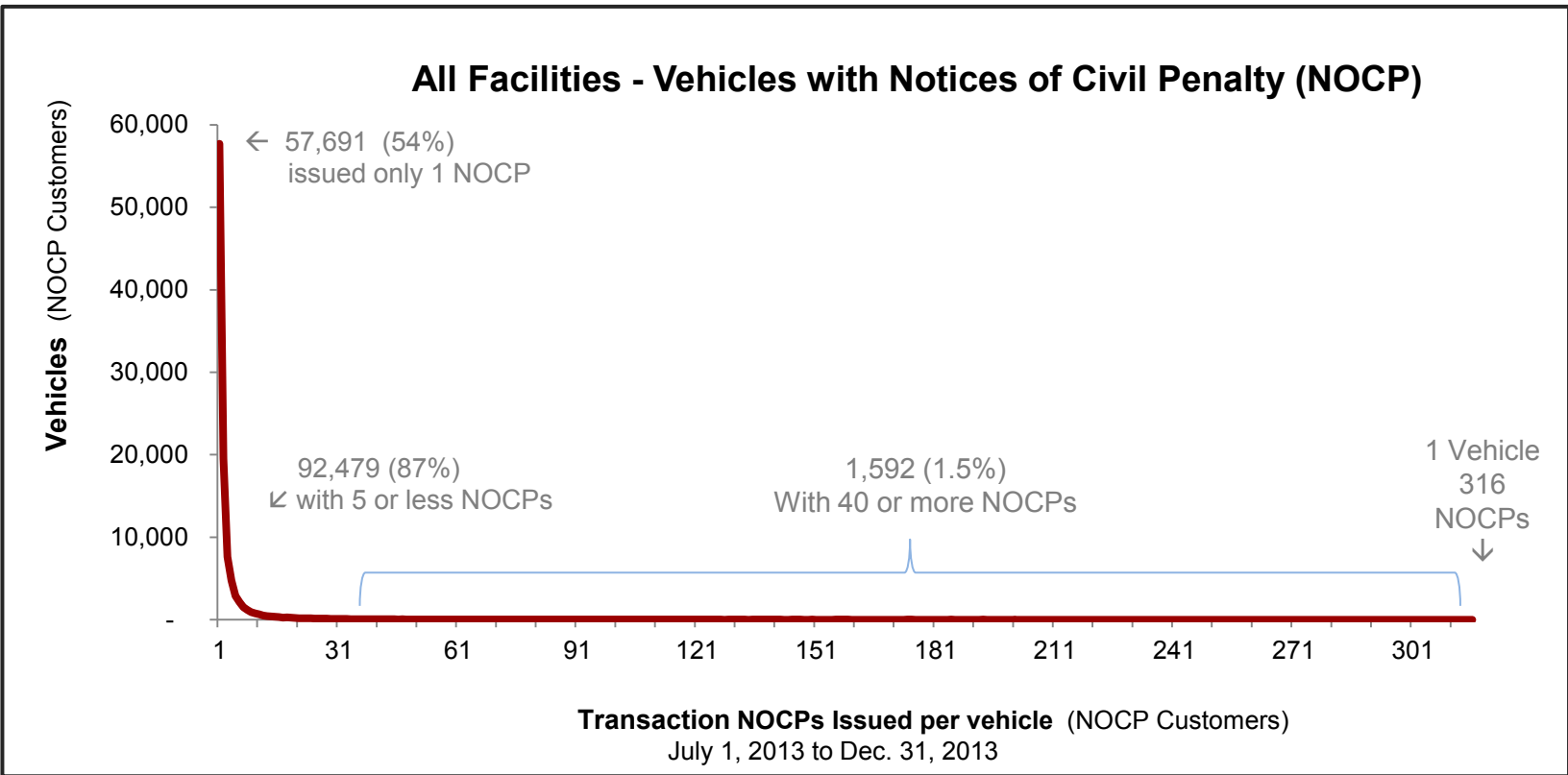
SR 16 TNB



**Trips by Payment Method
Prior to Billing**

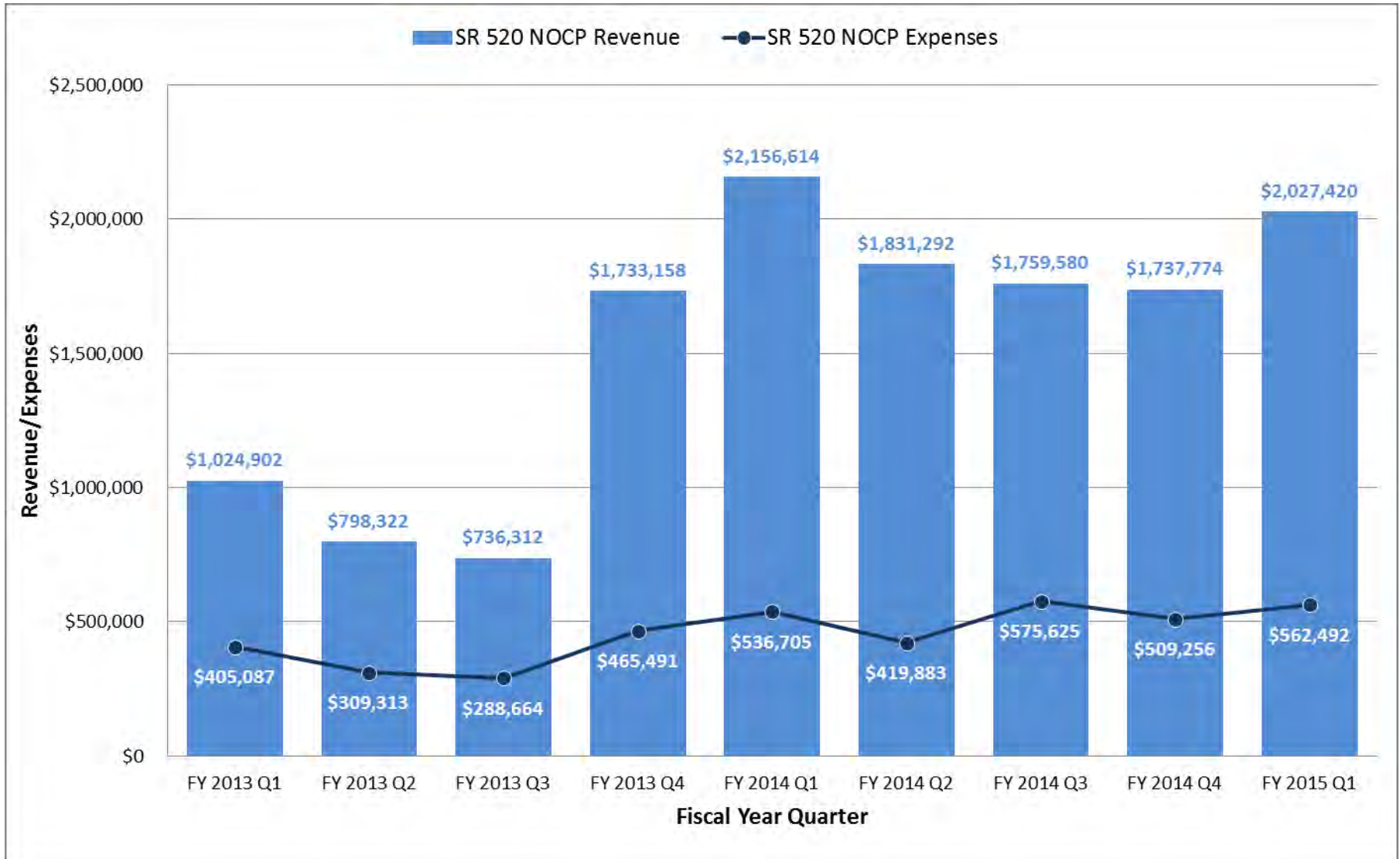
Notice of Civil Penalties (NOCPs) are a very small percentage of all transactions

Most vehicles with NOCPs have 1 violation



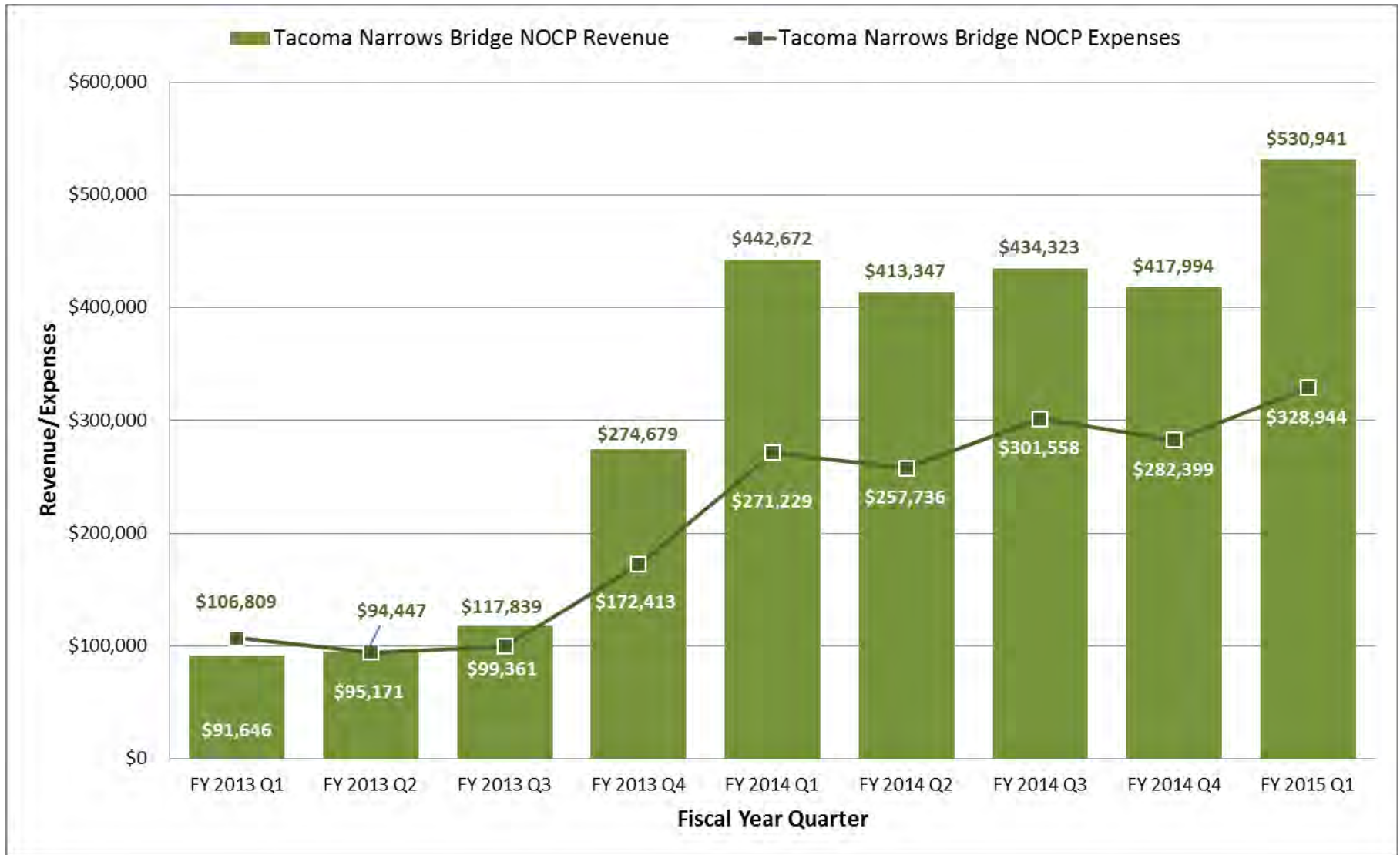
SR 520 Adjudication Program

Cash Revenue and Expense Trends



SR 16 Tacoma Narrows Bridge Adjudication Program

Cash Revenue and Expense Trends

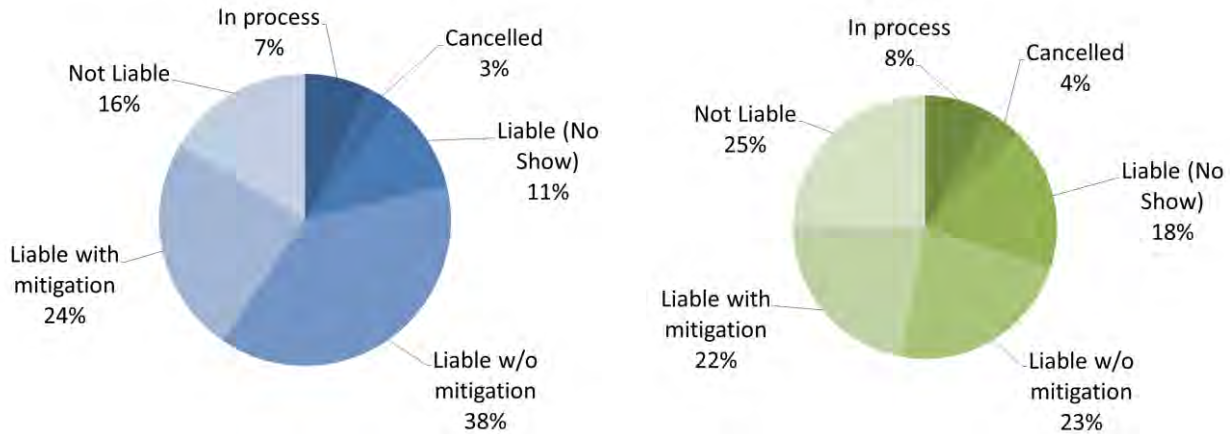


Civil penalty mitigation (SHB 1941, 2013 session)

FY 2014

	SR 520 Bridge	Tacoma Narrows Bridge
Number of civil penalty transactions adjudicated	94,493	41,543
Dollar value of civil penalty transactions adjudicated	\$4,331,986	\$1,908,603
Number of civil penalty transactions with civil penalty fees reduced	26,356	12,216
Dollar value of civil penalty fees reduced	\$105,8374	\$490,411

Disposition of Civil Penalty Transactions Adjudicated



Toll Bill and Enforcement Refinements

- Toll Bill Process/Lean improvements being implemented
 - Envelope & Toll Bill Re-design
 - Returned Mail
 - Online Improvements
 - Improved Customer Service and Early Resolution
- Toll Bill Process/Lean improvements being evaluated
 - Payment Due Dates
 - Additional Customer Contact prior to issuing NOCP
 - NOCP Generation Criteria
 - Write-off Threshold
- Workshops on Adjudication Process Guidelines
- Joint Agency Lean project with Department of Licensing to improve customer resolution of unpaid toll bills and vehicle registration holds

For questions or further information...

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