

## New Inter-Agency Payment (IAP) Option for WSDOT Tolling



Presentation for FMAC

January 27, 2011

Presented by: Jamie Langford

1

---

---

---

---

---

---

---

---

## Changes for WSDOT Tolling

- WSDOT currently operates two (2) Toll Transportation Facilities: the Tacoma Narrows Bridge (TNB) and the SR 167 Hot Lanes
- Under the Seattle Urban Partnership Agreement (UPA), WSDOT will implement a third Toll Transportation Facility located on SR 520 in Seattle
- To support the new types of tolls accessed, as well as the increased number of transactions from SR 520 and all future planned Toll Transportation Facilities, WSDOT is implementing a new Statewide Customer Service Center (CSC) with a new Vendor

2

---

---

---

---

---

---

---

---

## Changes for WSDOT Tolling cont...

- New Statewide Tolling CSC will be implemented in two Phases
- Phase 1a implementation will include a new payment option of IAP for State Agencies
- Phase 1b implementation will include an additional payment option of *Pay By Mail* for all citizens, as well as some other features

3

---

---

---

---

---

---

---

---

### Phase 1a – IAP Payment Option

- There are 2 current methods for state agencies to open and replenish their *Good To Go!* Account
  - Warrant
  - Credit Card
- A 3<sup>rd</sup> payment option – **IAP** - will be available when the new Statewide CSC is implemented (anticipated February opening).

4

---

---

---

---

---

---

---

---

### Phase 1b – Pay By Mail Payment Option



- Phase 1b implementation will include an additional payment option of *Pay By Mail* for all customers.
  - *Prior to Phase 1b implementation – if customers (including State Agency staff) cross a toll facility without a transponder or an account set up, a Notice of Infraction violation will be issued*
  - Using *Pay By Mail* as a payment option will result in State Agencies paying a higher toll amount
- Phase 1b implementation is expected in **Spring 2011**

5

---

---

---

---

---

---

---

---

### Phase 1b – Pay By Mail Payment Option cont...



- If you have an account and your account goes negative, an invoice will be mailed to the address on record for the applicable account
- If you **do not have an account** and you (or a State Agency employee) drive through a toll facility, a bill will be mailed to the name & address of the registered owner
- If staff are driving a state vehicle, the applicable state agency will be billed, and will need to determine which division within the agency the bill belongs to

6

---

---

---

---

---

---

---

---

Phase 1b – Pay By Mail Payment  
Option cont...

- Failure to pay the bill (individually or State Agency) will result in a Notice of Civil Penalty (NOCP), which then will be forwarded for adjudication and collection action
- Automatic replenishment of the *Good To Go!* account via IAP is not available for state agencies at this time. Future enhancements to the vendor system may eventually allow for automatic replenishments via IAP

7

---

---

---

---

---

---

---

---

IAP Payment Option

- Current vendor number for is SWV0008011 17. This number produces an inserted warrant. The number *may be inactivated* after the new vendor system Goes Live in February 2011 (pending discussions with OFM)
- New vendor number **SWV0008011 18** is to be used to make payments through the IAP process. The new number will be active once the new Customer Service Center Goes Live

8

---

---

---

---

---

---

---

---

Utilize IAP to Open a **New Account**

- Use WSDOT *Good To Go!* AFRS Vendor # **SWV0008011 18**
- If you **DO NOT HAVE AN EXISTING *Good To Go!* ACCOUNT NUMBER**, please include the following in the Account # field:
  - New Account
  - Name
  - Contact Number
  - *Example: "New acct-Isabella@206-867-5309"*
- **NOTE: A Minimum Amount of \$30 is required to open an Account**

9

---

---

---

---

---

---

---

---

IAP Follow-up for **NEW** accounts?

- If you do not have an existing account, a Customer Service Representative will contact you via telephone within a few days after you execute your IAP
  - If your IAP did not contain a contact name and phone number, the CSR will contact the individual identified in AFRS as the batch owner

10

---

---

---

---

---

---

---

---

Utilize IAP to Replenish an **Existing** Account

- If your agency/division has an existing *Good To Go! account number*, please include it in the Account # field (limit of 30 characters)
  - Example: “GTG Acct # XXXXXX”

11

---

---

---

---

---

---

---

---

IAP Follow-up for **EXISTING** accounts?

- If you have an existing account, a Customer Service Representative will credit your *Good To Go! Account* within a few days
  - You can check your account on the web to validate your account was credited for the IAP

12

---

---

---

---

---

---

---

---

Notification of IAP Availability?

- When the Statewide Customer Service Center is implemented, and IAP is available for use by State Agencies, WSDOT will notify State Agencies through FMAC
- WSDOT will also notify State Agencies through FMAC when Pay By Mail is available later this Spring
- Ensure you are on the FMAC Distribution list if you want to be notified of this availability

13

---

---

---

---

---

---

---

---

Wrap Up, Questions, and Contacts

Questions?

Good To Go! website: [www.wsdot.wa.gov/goodtogo](http://www.wsdot.wa.gov/goodtogo)

Contact for payment questions:  
Sarah Froyland– Washington State Dept of Transportation  
Toll Customer Accounting Manager  
[FroylaS@wsdot.wa.gov](mailto:FroylaS@wsdot.wa.gov)  
(206) 716-1152

or

Jamie Langford – Washington State Dept of Transportation  
Financial Reporting and Consulting Services Manager  
[Langoj@wsdot.wa.gov](mailto:Langoj@wsdot.wa.gov)  
(360) 705-7343

14

---

---

---

---

---

---

---

---