

Helpful Hints for *Good to Go!* Transponder Accounts

WSDOT Good To Go! Website: <http://www.wsdot.wa.gov/goodtogo/>

This website has information on the tolled roads and bridges, the tolls, how to set up accounts and make payments.

Under “How do I pay the tolls?” section, see option 6 for Government Agency Account specific information. This section specifically addresses the pre-paid account requirements for federal and state agencies, local governments and transit and how to use IAP to open the account and make payments.

Agencies may, alternatively, elect to Pay By Mail, if tolled roadway usage is expected to be infrequent and a pre-paid account is not desired. The agency will receive a Toll Bill when the agency vehicle is identified by license plate photo as it travels on the tolled roadway. Please note that if Pay By Mail is elected, there may be a delay in receiving the toll bill, which could subject the agency to additional fees due to research required to identify the specific user for agencies with large fleets. Therefore a prepaid account could eliminate possible penalties or collection activities (see “Using Good To Go! Accounts” below).

Setting up *Good to Go!* accounts:

Agencies should analyze their expected tolled facility use and organize their transponder accounts accordingly. The tolled facilities include SR 16 Tacoma Narrows Bridge, SR 520 Bridge, SR 167 High Occupancy Toll (HOT) Lanes, and SR 405 HOT Lanes. Identify which agency vehicles may use the tolled facilities and the frequency of usage.

State agencies should prepare a spreadsheet for their transponder accounts and provide the required corresponding vehicle information. The spreadsheet should include the number of regular transponders (one per vehicle), number of motorcycle transponders, and the amount to be added to the account balance. The agency should also attach a completed *Good to Go!* application. Download and fill out the [application forms](#).

Agencies should assign a point of contact, and a backup contact, for their *Good to Go!* account.

Agencies can open their accounts:

- **Online:** <https://mygoodtogo.com/olcsc/AccountLogin.do> or MyGoodToGo.com
- **Email:** Download and fill out the [application forms](#). Scan and email a copy to goodtogofleetservices@goodtogo.wsdot.wa.gov
- **Mail:** Mail to Good To Go! P.O. Box 300321 Seattle, WA 98103-9721. Download and fill out the [application forms](#)
- **Phone:** 1-866-936-8246
- **Fax:** 206-547-0496 Download and fill out the [application forms](#)
- **In person:** at a [walk-in customer service center](#) in Seattle, Bellevue or Gig Harbor.
 - **Walk-in Customer Service Centers**
 - Monday through Friday from 8 a.m. to 5 p.m. and Saturday from 9 a.m. to 1 p.m. Closed on Sundays and Washington state holidays.
 - **Seattle** 4554 9th Avenue NE, Seattle, WA 98105
 - **Bellevue** 13107 NE 20th Street, Suites 3 & 4, Bellevue, WA 98005
 - **Gig Harbor** 3212 50th Street Court NW, Suite 200 , Gig Harbor, WA 98335

Payments sent via mail – **only** send payments to the *Good to Go!* address at:

Good to Go!

PO Box 34562

Seattle, WA 98124-1562

The Statewide Vendor Number established is:

Good to Go – WSDOT

Number SWV000801118

Using Good to Go! accounts:

Agencies are responsible for monitoring the accounts to ensure that a positive balance is maintained. Account monitoring can be done via the internet. Failure to maintain a positive balance will result in Toll Bills. Unpaid Toll Bills will escalate to Notice of Civil Penalty and related fees may be forwarded to a collections agency.

For additional accounting questions contact the Washington State Department of Transportation Toll Operations Division Customer Service Representatives at GoodToGoTolling@wsdot.wa.gov

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