

14-100.005 Video Billing.

(1) Purpose. The purpose of this rule is to establish the process of video billing on the Florida Turnpike System and other Department owned toll facilities and on toll facilities owned by a public or private entity ~~and~~ for which the Department collects tolls pursuant to an agreement between the Department and the private or public entity authorized by Section 338.161(5), F.S. ~~unless otherwise indicated by this rule. Video billing provides an image-based method for the collection of tolls without the need for a transponder, while improving efficiency, reducing customer delay, and enhancing safety.~~

(2) Definition. "TOLL-BY-PLATE" means an image-based video billing system using photographic images of a motor vehicle's license plate to identify the customer responsible for toll payment.

(3) Process. If a motor vehicle passes through a toll collection facility and the toll payment is not made by either using cash, ~~or a~~ active SunPass transponder account, or interoperable transponder-based pre-paid account, having sufficient funds to pay the applicable toll, a photographic image of the motor vehicle's license plate will be captured at the toll lane and the first-listed registered owner of that motor vehicle, except as provided below, will be considered the TOLL-BY-PLATE customer. The license plate numbers (LPN) are extracted from the image of the motor vehicle's license plate, and matched to the LPN for an existing TOLL-BY-PLATE account. If no TOLL-BY-PLATE account is found, the registered owner of the motor vehicle will be identified through a motor vehicle registration lookup process. The TOLL-BY-PLATE customer will have 10 days after using the toll facility to contact the Department by calling 1(888) TOLL-FLA (1 (888) 865-5352) or visiting www.sunpass.com to pay their toll or establish a pre-paid TOLL-BY-PLATE toll account as described in subsection (4). ~~Currently, the Department may be contacted about these matters by calling 1(888) TOLL-FLA (1(888) 865-5352).~~ If the TOLL-BY-PLATE customer does not fully pay their tolls ~~contact the Department~~ within that 10-day period, an invoice of the accumulated toll amounts and an administrative charge as described in subsection (7), applicable to the first 14 days of transactions, will be mailed to the TOLL-BY-PLATE customer for payment. ~~Any subsequent invoice will reflect the customer's TOLL BY PLATE transactions for a one-month or shorter period of time.~~ All subsequent invoices will be governed by subsection (7) and subsection (8). Any registered owner of a motor vehicle may be treated as the TOLL-BY-PLATE customer if for any reason the Department is unable to effectively invoice the first-listed registered owner.

(4) Establishment of accounts. TOLL-BY-PLATE accounts will be established by either the customer or the Department. Customers may establish a TOLL-BY-PLATE account by providing the motor vehicle LPN and specifying a pre-paid or post-paid account.

(a) Pre-Paid TOLL-BY-PLATE Accounts. TOLL-BY-PLATE customers have the option of establishing and maintaining a pre-paid toll account via credit or debit card, cash, check or money order deposits, from which applicable toll amounts will be debited. Pre-paid TOLL-BY-PLATE account customers whose balance is insufficient to cover the monthly accumulated toll amounts are subject to an invoice for the full toll amount and the administrative charge.

~~Customers may establish a TOLL BY PLATE account by providing the vehicle LPN and specifying a pre paid or post paid account.~~

(b) Post-Paid TOLL-BY-PLATE Accounts. Customers will receive an invoice for post-payment of toll amounts and applicable administrative charges. Invoice payments by post-paid TOLL-BY-PLATE customers² will be applied to the oldest toll transaction first; or as specified by the account customer.

(c) ~~(b)~~ If a TOLL-BY-PLATE account has not been established by a customer within the 10-day period after the first toll transaction use, the Department will establish a post-paid account. Identification of the motor vehicle will be by review of the LPN image taken at the tolling facility, supplemented as necessary by identifying the motor vehicle's characteristics and subsequent LPN lookup.

~~(5) Method of TOLL BY PLATE payment. TOLL BY PLATE accounts can be set up as pre paid or post paid accounts.~~

~~(a) Pre Paid TOLL BY PLATE Accounts. Customers have the option of establishing and maintaining pre paid toll account via credit or debit card, cash, check or money order deposits, from which applicable toll amounts will be debited. Pre paid TOLL BY PLATE account customers whose balance is insufficient to cover the monthly accumulated toll amounts are subject to an invoice for the full toll amount and the administrative charge.~~

~~(b) Post Paid TOLL BY PLATE Accounts. Customers will receive an invoice on a scheduled billing cycle for post payment of toll amounts and applicable administrative charges. Invoice payments by post paid TOLL BY PLATE account customers² will be applied to the oldest toll transaction first, or as specified by the account customer.~~

~~(5) (6) TOLL-BY-PLATE Toll Rate. TOLL-BY-PLATE customers shall pay the TOLL-BY-PLATE toll rate established in Rule 14-15.0081, F.A.C., for each facility that offers TOLL-BY-PLATE toll collection. For a toll facility not part of the Florida Turnpike System or otherwise owned by the Department and subject to this rule, all applicable~~

toll rates for the use of the toll facility shall be established by the applicable private or public entity owning or operating the toll facility in accordance with the owner or operator's governing laws, charters, ordinances, resolutions, rules, and procedures, or other toll rate determination. The private or public entity shall be responsible for establishing toll rates on its own toll facilities.

(6) (7) Administrative Charges. The Department will establish and collect amounts to recover the costs of administering video billing. This amount covers the additional administrative costs of the Department, such as reviewing photographic images of license plates captured at the toll collection facilities, generating and sending invoices, processing payments received, managing accounts, and other related costs. The administrative charge shall be \$2.50 per invoice.

(7) (8) TOLL-BY-PLATE Accounts and Toll Collection. TOLL-BY-PLATE customers with post-paid accounts will be sent an invoice ~~at the end of the billing cycle~~ that includes the administrative charge added to the invoice in addition to the unpaid toll amounts, as of the invoice date, based on the TOLL-BY-PLATE rate applicable to the tolling location, and any other unpaid amounts. For facilities that do not offer TOLL-BY-PLATE, the administrative charge will be added to each notice of unpaid toll, in addition to the unpaid toll amount based on the cash toll rate applicable to the location, and any other unpaid amounts.

(8) (9) Unpaid Invoice. A TOLL-BY-PLATE customer has 20 30 days from the invoice date to pay the total toll amount and the administrative charge. If the invoice has not been paid in full within those 20 30 days, a second invoice with an additional administrative charge will be sent. If the total amount of unpaid tolls and administrative charges is not paid within 20 30 days after the invoice date on the second invoice, the Department, in its discretion, may issue a Uniform Traffic Citation for each individual unpaid toll transaction associated with the original invoice, initiate a motor vehicle license plate or revalidation sticker registration hold or stop process pursuant to section 316.1001(4), Florida Statutes, or refer the total unpaid amounts owed to a collection agency or attorney for collection. a Uniform Traffic Citation will be issued and sent to the customer for each individual unpaid toll transaction associated with the original invoice or the amount owed will be sent to a collection agency or attorney for collection. All subsequent invoices will include all unpaid amounts and will be subject to the same enforcement procedures stated above if not paid within 20 days from the invoice date.

Rulemaking Authority 334.044(2), 338.155(1) FS. Law Implemented 316.1001, 334.044(16), 338.155, 338.2216, 338.231(3)(b) FS.

History—New 6-13-10, Amended 2-19-14, _____.