

## New Jersey Turnpike Authority Violation Enforcement Policy

It shall be the policy of the New Jersey Turnpike Authority ("Authority") to vigorously enforce the payment of tolls required for the use of the New Jersey Turnpike and Garden State Parkway, in compliance with all applicable laws. The Authority provides several convenient methods for patrons to pay their tolls and administrative fees<sup>\*</sup> owed, which include mail, internet, telephone, or in person at E-ZPass Customer Service and Walk-In Centers. However, if drivers fail to resolve outstanding account balances or violations in a timely manner, the Authority may, in its discretion, pursue either civil remedies or criminal penalties or both. Authority actions may include, but are not limited to, reporting debts to consumer credit rating agencies, seeking suspension or revocation of vehicle registration through the New Jersey Motor Vehicle Commission ("MVC"), and, with the assistance of the State Police, the issuance of a summons, vehicle impoundment, and arrest of the violator for the crime of theft of services.

Affiliated Computer Services State & Local Solutions, Inc. ("ACS") processes toll collections and violations on the Authority's behalf. Retrieval Masters Creditors Bureau, Inc. ("Collection Agency") is the collection agency that pursues outstanding tolls and administrative fees that ACS is unable to collect. The Authority and its agents follow a collection policy for outstanding tolls and violations, as well as administrative fees, as described below:

1. Violation notice(s) issued by ACS.
2. Letter from Authority is sent seeking to expedite resolution of debt and advising violator of impending civil and/or criminal enforcement if timely resolution is not achieved.
3. Violator account sent to Collection Agency.
  - (a) Collection Agency issues collection letter(s) to violator.
  - (b) 20 days after first collection letter, if debt remains unresolved, Collection Agency reports violator's total outstanding debt to consumer credit rating agencies.
4. If Collection Agency is unable to collect the debt, the violator account is transferred to Authority for enforcement through either civil remedies or criminal penalties or both.
5. The Authority may request that MVC revoke, suspend or refuse to renew the violator's vehicle registration until violator debt is collected in full.
6. If collection of toll and administrative fees remain unresolved, the matter may be referred to the New Jersey State Police for investigation, the issuance of a summons and/or arrest of the violator, and vehicle impoundment.
7. The Authority may collect tolls and administrative fees owed through a civil action in state or federal court.

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<sup>\*</sup> Administrative fee will increase to \$50 effective October 17, 2011.