

2026 Regular Session

HOUSE BILL NO. 896

BY REPRESENTATIVE BRAUD

HIGHWAYS: Requires toll signage, toll dispute procedures, and toll customer service centers at all toll facilities within a certain radius

1 AN ACT

2 To amend and reenact R.S. 48:250.4.1(B)(9) and (10) and (C) through (I) and to enact R.S.  
3 48:250.4.1(B)(11) through (14) and (J) through (M), relative to toll operations; to  
4 provide for toll signage, toll dispute procedures, and toll customer service centers;  
5 to provide for definitions; to provide for the maximum allowable administrative fee  
6 that can be assessed per trip; to require the inclusion of notices of all toll fees on  
7 posted toll signage; to establish procedures to dispute toll charges and fees; to require  
8 customer service centers within a five mile radius of any Louisiana tolling facilities;  
9 and to provide for related matters.

10 Be it enacted by the Legislature of Louisiana:

11 Section 1. R.S. 48:250.4.1(B)(9) and (10) and (C) through (I) are hereby amended  
12 and reenacted and R.S. 48:250.4.1(B)(11) through (14) and (J) through (M) are hereby  
13 enacted to read as follows:

14 §250.4.1. State-owned toll facilities; toll collection and enforcement; toll signage;  
15 toll dispute procedures; toll customer service centers;

16 \* \* \*

17 B. Terms as defined in R.S. 32.1 shall retained such definitions, except as  
18 specifically defined in this Subsection. As used in this Section, unless the context  
19 indicates otherwise, the following terms have the following meanings:

20 \* \* \*

1           (9) "Toll-by-plate" means the license plate tolling system that allows a  
2           registered vehicle owner to receive a toll invoice by mail.

3           (10) "Toll collection facility" means any road, bridge, tunnel, or related  
4           structure for which users pay a fee for passage.

5           (11) "Toll customer service center" means a facility used to assist drivers in  
6           various tolling services, including but not limited to inquiries on an existing account,  
7           account setup, service complaints, and payment processing.

8           ~~(9)~~ (12) "Toll tag" means an electronic device issued for use with an ETC on  
9           any state-owned toll transportation facility.

10          ~~(10)~~ (13) "Valid toll-tag account" means a toll-tag account with the  
11          department that has a balance of not less than fifty cents.

12          (14) "Vehicle class" means the system used to categorize vehicles based on  
13          their dimensions, including height, width, and length.

14          C. The department or private entity acting on its behalf in the operation of  
15          a toll facility shall erect toll signage to indicate the presence of a toll and the real-  
16          time prices of the tolls based on the vehicles' class, rates for toll tag carriers, and toll-  
17          by-plate rates for parish residents and nonresidents.

18          ~~C. D.~~ (1) No motor vehicle shall be driven and no motor vehicle or trailer  
19          shall be towed through any state-owned toll collection facility without payment of  
20          the proper toll, unless the vehicle falls under the exception as defined in Subsection  
21          M of this Section. If the proper toll is not paid, as evidenced by video or electronic  
22          recording, the registered owner of such vehicle or trailer shall be liable to make  
23          prompt payment to the department of the proper toll and an administrative fee of  
24          twenty-five dollars to recover the cost of collecting the toll.

25          (2) A person who receives an invoice for the use of a toll project shall, at no  
26          date later than the due date specified in the invoice, do the following:

27                 (a) Pay the amount owed as stated in the invoice.

28                 (b) Send a written request to the department for a review of the toll  
29                 assessment contained in the invoice.

1           (3) If a person fails to comply with this Subsection, the department may add  
2           an administrative fee, not to exceed six dollars, to the amount owed. The department  
3           shall:

4           (a) Set the administrative fee by rule in an amount that does not exceed the  
5           cost of collecting the toll.

6           (b) Charge the person more than forty-eight dollars in administrative fees in  
7           a twelve month period.

8           ~~D. E.~~ The registered owner is prima facie responsible for the payment of the  
9           toll, administrative fees, and late charges that the department may assess pursuant  
10          to this Section. It is not a defense to liability for payment under this Section that a  
11          registered owner was not operating the motor vehicle or trailer at the time of the  
12          failure to pay the toll, except that the registered owner shall not be liable under this  
13          Section when the registered owner makes a report to a law enforcement officer or  
14          agency that the motor vehicle or trailer was stolen before the failure to pay a toll  
15          occurs or within forty-eight hours after the registered owner becomes aware of the  
16          theft.

17          ~~E. F.~~ The department shall adopt policies and procedures for the collection  
18          of tolls, administrative fees, and late charges authorized pursuant to this Section, in  
19          accordance with the Administrative Procedure Act.

20          ~~F. G.~~(1) Failure to comply with the requirements of this Section shall result  
21          in the following late charges or sanctions, or both, against the registered owner:

22          (a) The department may assess the following penalties for late payment, for  
23          failure to pay, or for otherwise failing to respond, or both, against the registered  
24          owner:

25          (i) A registered owner who fails to pay the administrative fees specified in  
26          a violation notice and who fails to appeal a violation notice as provided by this  
27          Section within thirty calendar days after the date of the issuance of the violation  
28          notice shall incur a late charge of five dollars. A registered owner who fails to  
29          respond to a violation notice within sixty calendar days after the date of issuance of

1 the violation notice shall not be able to renew his driver's license until all matters  
2 regarding the alleged toll violation are disposed of in accordance with law. The  
3 violation clerk shall notify the registered owner by first-class mail of this  
4 delinquency and consequences thereof.

5 (ii) A registered owner who fails to respond to a violation notice as provided  
6 by this Section within sixty calendar days after the date of the issuance of the  
7 violation notice shall be prohibited from renewing his driver's license. The violation  
8 clerk shall notify the Louisiana office of motor vehicles of this delinquency. Upon  
9 notice from a violation clerk of the department, the office of motor vehicles shall  
10 place the matter on record and shall not renew the driver's license of the registered  
11 owner or the registration of the vehicle until after notice from the violation clerk that  
12 the matters have been disposed of in accordance with law.

13 (b) After a notice to the office of motor vehicles provided in Item (a)(ii) of  
14 this Paragraph, the department shall not be required to send violation notices of  
15 delinquency to registered owners with ten or more toll violations. However, the tolls  
16 and administrative fees of such registered owner shall continue to accumulate.

17 (2) The department may pursue such civil and criminal action as it deems  
18 appropriate to collect the tolls and administrative fees assessed in the violation notice  
19 as well as such subsequent late charges assessed in accordance with this Section.

20 ~~G.H.~~(1) A photograph, microphotograph, videotape, or other recorded image  
21 produced by a photo-monitoring device is admissible in a proceeding to collect a toll  
22 or other charge of the department, to collect criminal penalties imposed, or to impose  
23 criminal liability for a failure to pay the toll or charge.

24 (2) An original or facsimile of a certificate, sworn to or affirmed by an agent  
25 of the department that states that a failure to pay has occurred and states that it is  
26 based upon a personal inspection of a photograph, microphotograph, videotape, or  
27 other recorded image produced by a photo-monitoring system, as defined in this  
28 Section, is prima facie evidence of the facts contained in the certificate.

1 (3) Notwithstanding any other provision of law to the contrary, a photograph,  
2 microphotograph, videotape, or other recorded image prepared for enforcement of  
3 tolls is for the exclusive use of the department in the discharge of its duties under this  
4 Section.

5 H. I. The department shall from time to time designate one or more violation  
6 clerks and agents to perform the functions specified in this Section at the pleasure  
7 of the department and for such finite or indefinite period as the department deems  
8 desirable. The department shall supervise and coordinate the processing of violation  
9 notices in accordance with this Section. The department may hire or designate such  
10 personnel and organize such sections as the department may consider necessary to  
11 carry out the provisions of this Section.

12 J.(1) The person or entity alleged to be liable for the toll violation as the  
13 vehicle owner may dispute the violation by submitting a declaration of dispute to the  
14 authorized agent at the time and place and in the manner established by the  
15 department together with a certification establishing the basis for the dispute. The  
16 toll violation and associated fee shall be dismissed if:

17 (a) The person or entity was not the registered owner of the vehicle at the  
18 time of the toll transaction that formed the basis of the alleged violation and the  
19 person or entity submits the following to the authorized agent:

20 (i) A copy of the plate surrender receipt from the office of motor vehicles.

21 (ii) Proof of sale of the vehicle.

22 (b) The toll was paid by toll tag with the toll posted to a valid toll-tag  
23 account and a copy of the toll statement showing the toll posting was submitted to  
24 the authorized agent.

25 (c) The toll was paid in cash at the time and a copy of the toll receipt was  
26 submitted to the authorized agent.

27 (d) The vehicle was not present at the facility at the time of the violation.

28 (e) For other good cause shown.

1           (2) If the owner is a vehicle rental or leasing company which seeks to  
2           perform a transfer of responsibility to the vehicle lessee or renter, the owner shall  
3           submit to the authorized agent at the time and place and in the manner established  
4           in the notice of violation the signed lease or rental agreement and certification of the  
5           name and address of the lessee or renter of the vehicle at the time of the toll  
6           transaction that formed the basis for the violation. A notice of violation or toll  
7           invoice shall be sent by the authorized agent to the lessee or renter within forty-five  
8           days of receipt of the signed lease or rental agreement and certification and the lessee  
9           or renter shall be deemed the owner of the vehicle and shall be liable for the payment  
10           of toll and any toll violation fees.

11           (3) The authorized agent shall send the owner a written determination of the  
12           declaration of dispute resulting from a request made pursuant to Paragraph (J)(1) of  
13           this Section.

14           (a) The owner may request a review by the authority of the authorized  
15           agent's determination by submitting a request for review to the authority at the place  
16           and time and in the manner established in the authorized agent's written  
17           determination of the declaration of dispute.

18           (b) The authorized agent's determination of the declaration of dispute shall  
19           be final and binding on the owner unless overturned by the authority upon review.

20           K.(1) The department or a private entity acting on its behalf shall maintain  
21           a toll customer service center within at least a five mile radius of an operational toll  
22           facility.

23           (2) The entity receiving toll revenue and credits shall pay for the  
24           construction, operation, and maintenance of the toll customer service center.

25           F. L. The department may contract with an operating entity to carry out the  
26           provisions of this Section, except for the provisions in Subsection F of this Section.

27           M.(1) The department shall develop and implement efficient policies and  
28           procedures to ensure that vehicles falling under Subsection M of this Section shall  
29           not be assessed toll passage fees and related administrative fees or fines as outlined

1 in this Section. The following vehicles shall not to be assessed toll passage fees and  
2 related administrative fees or fines as follows:

3 (a) Vehicles owned by any Federal, State, Parish, or local-municipality  
4 governments or their various departments.

5 (b) Vehicles owned by current employees of schools located in the parish in  
6 which the tolling facility resides.

7 (c) Vehicles owned by local municipality or parish police and firefighters in  
8 parishes where the toll facility exists.

9 (d) Vehicles of any current government employees of the parish in which the  
10 toll facility exists.

11 (e) Vehicles displaying a disabled-veteran license plate.

12 (f) Vehicles identified through the toll-by-plate system shall not round-trip  
13 crossed the toll facility more than once in three calendar months. Vehicles identified  
14 through the toll-by-plate system that have crossed the toll facility more than once in  
15 three months shall be assessed toll passage fees.

16 (2) The exception outlined in Paragraph 1 of Subsection M is limited to two  
17 motor vehicles per employee's household and the vehicles shall be registered in the  
18 employees' name. These employees shall provide proof of employment to the  
19 department or authorized private entity upon request for verification purposes.

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DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

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HB 896 Original

2026 Regular Session

Braud

**Abstract:** Requires toll signage at all toll facilities, toll dispute procedures, and toll customer service centers within a certain radius of toll facilities.

Present law (R.S. 48:250.4.1(A)) authorizes the Dept. of Transportation and Development to exercise police powers to maintain and handle any state-owned toll facility. Further authorizes the dept. may delegate the exercise of these powers to any private entity acting on its behalf in the operation of a toll facility.

Present law (R.S. 48:250.4.1(B)) provides for definitions.

Proposed law (R.S. 48:250.4.1(B)(9)) defines "toll-by-plate" as the license plate tolling system that allows customers to receive an invoice by mail at the address where the vehicle is registered.

Proposed law (R.S. 48:250.4.1(B)(10)) defines "toll customer service center" as a facility used to assist drivers in various tolling services, including but not limited to inquiries on existing accounts, account setup, service complaints, and payment processing.

Proposed law (R.S. 48:250.4.1(B)(11)) defines "toll collection facility" as any road, bridge, tunnel, or related structure for which users pay a fee for passage.

Proposed law (R.S. 48:250.4.1(B)(14)) defines "vehicle class" as the system used to categorize the vehicle's dimensions, including height, width, and length.

Present law (R.S. 48:250.4.1(C)) specifies that no vehicle or trailer can be driven or be towed through any state-owned toll collection facility without payment of the proper toll. Requires that if the proper toll is not paid, as evidenced by video or electronic recording, the registered owner be liable to make prompt payment to the dept. and an administrative fee of \$25 to recover the cost of collecting the toll.

Proposed law (R.S. 48:250.4.1(D)(1) and (2)) provides for an exception as defined in proposed law. Further removes the \$25 administrative fee and adds an exception for vehicles listed in proposed law. Specifies that a person who receives an invoice for the use of a toll project must, at no date later than the due date specified in the invoice, do the following:

- (1) Pay the amount owed as stated in the invoice.
- (2) Send a written request to the dept. for a review of the toll assessment contained in the invoice.

Proposed law (R.S. 48:250.4.1(D)(3)) specifies that if a person fails to comply with proposed law, the dept. may add an administrative fee, not to exceed \$6, to the amount owed. Further requires the dept. to:

- (1) Set the administrative fee by rule in an amount that does not exceed the cost of collecting the toll.
- (2) Charge the person more than \$48 in administrative fees in a 12 month period.

Proposed law (R.S. 48:250.4.1(C)) requires the dept. or private entity acting on its behalf in the operation of a toll facility erect toll signage to indicate the presence of a toll and the real-time prices of the tolls based on the vehicles' class, rates for toll tag carriers, and toll-by-plate rates for parish residents and nonresidents.

Proposed law retains present law.

Proposed law (R.S. 48:250.4.1(J)(1)) provides for the procedure to dispute improper toll charges. Further specifies that to dispute the improper toll charges, the declaration of dispute can be submitted.

Proposed law (R.S. 48:250.4.1(J)(1)(a)-(e)) provides grounds to dispute the violation if:

- (1) The person or entity was not the registered owner at the time of the alleged violation and submits a copy of the plate surrender receipt from the office of motor vehicles or proof of sale of the vehicle.

- (2) The toll was paid by toll tag with the toll posted to a valid toll-tag account and a copy of the toll statement was submitted to the authorized agent.
- (3) The toll was paid in cash at the time and a copy of the toll receipt was submitted to the authorized agent.
- (4) The vehicle was not present at the facility at the time of the violation.
- (5) For other good cause shown.

Proposed law (R.S. 48:250.4.1(J)(2)) specifies that if the owner is a vehicle rental or leasing company which seeks to perform a transfer of responsibility to the vehicle lessee or renter, the owner must submit to the authorized agent a notice of violation of the signed lease or rental agreement and certification of the name and address of the lessee or renter of the vehicle at the time of the toll violation. Further requires the notice of violation or toll invoice be sent by the authorized agent to such lessee or renter within 45 days of receipt of the signed lease or rental agreement and certification and such lessee or renter will be deemed the owner of such vehicle and liable for the payment of the toll and any toll violation fees.

Proposed law (R.S. 48:250.4.1(J)(3)) requires the authorized agent to send the owner a written determination of the declaration of dispute resulting from a request made under proposed law. Grants the owner the ability to request a review by the authority of the authorized agent's determination by submitting a request for review at the place and time and in the matter established in the authorized agent's written determination of the declaration of dispute. Specifies that the declaration is final and binding on the owner unless overturned by the authority upon review.

Proposed law (R.S. 48:250.4.1(K)) requires that a toll customer service center be present when there is the operation of a toll facility and specifies that it must be maintained by the dept. or a private entity acting on its behalf. Further requires that the toll customer service center be within at least a five mile radius of any toll facility. Requires that the entity receiving toll revenue and credits pay for the construction, operation, and maintenance of the toll customer center.

Present law (R.S. 48:250.4.1(I)) authorizes the dept. to contract with an operating entity to carry out the provisions of present law.

Proposed law (R.S. 48:250.4.1(L)) provides an exception that does not authorize the dept. to contract with an operating entity to adopt policies and procedures for the collection of tolls, administrative fees, and late charges authorized pursuant to present law and proposed law that is in accordance with the Administrative Procedure Act.

Proposed law (R.S. 48:250.4.1(M)) requires the dept. to develop and implement efficient policies and procedures to ensure that vehicles falling under proposed law and not be assessed toll passage fees and related administrative fees or fines as outlined in proposed law. The following vehicles are exempted from toll passage fees and related administrative fees or fines as follows:

- (1) Vehicles owned by any Federal, State, Parish, or local-municipality governments or their various departments.
- (2) Vehicles owned by current employees of schools located in the parish in which the tolling facility resides.
- (3) Vehicles owned by local municipality or parish police and firefighters in parishes where the toll facility exists.

- (4) Vehicles of any current government employees of the parish in which the toll facility exists.
- (5) Vehicles displaying a disabled-veteran license plate.
- (6) Vehicles identified through the toll-by-plate system shall not round-trip crossed the toll facility more than once in three calendar months. Vehicles identified through the toll-by-plate system that have crossed the toll facility more than once in three months shall be assessed toll passage fees.

Proposed law (R.S. 48:250.4.1(M)) specifies that the exception outlined in proposed law is limited to two motor vehicles per employee's household and the vehicles shall be registered in the employees' name. Requires these employees provide proof of employment to the department or authorized private entity upon request for verification purposes

(Amends R.S. 48:250.4.1(B)(9) and (10) and (C)-(I); Adds R.S. 48:250.4.1(B)(11)-(14) and (J)-(M))