

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 to provide for an effective date; 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 * * *

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

CODING: Words in ~~struck through~~ type are deletions from existing law; words underscored are additions.

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

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

6 ~~(9)~~ (12) "Toll tag" means an electronic device issued for use with an ETC on
7 any state-owned toll transportation facility.

8 ~~(10)~~ (13) "Valid toll-tag account" means a toll-tag account with the
9 department that has a balance of not less than fifty cents.

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

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

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

23 (2) A person who receives an invoice for the passage of a toll collection
24 facility shall, at no date later than the due date specified in the invoice, do the
25 following:

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

27 (b) Send a written request to the department for a review of the toll
28 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.(1)~~ The department shall adopt policies and procedures for the
18 collection of tolls, administrative fees, and late charges authorized pursuant to this
19 Section, in accordance with the Administrative Procedure Act.

20 (2) No other tolls, fees, or other monetary impositions shall be collected by
21 the department or an authorized entity from a person's vehicle passage of a toll
22 facility unless expressly authorized by this Section.

23 (3) Any mailing costs assessed to the person charged for the toll shall not
24 exceed the actual cost of the postage.

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

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

1 (i) A registered owner who fails to pay the administrative fees specified in
2 a violation notice and who fails to appeal a violation notice as provided by this
3 Section within ~~thirty~~ forty-five calendar days after the date of the issuance of the
4 violation notice shall incur a late charge of five dollars. A registered owner who fails
5 to respond to a violation notice within sixty calendar days after the date of issuance
6 of the violation notice shall not be able to renew his driver's license until all matters
7 regarding the alleged toll violation are disposed of in accordance with law. The
8 violation clerk shall notify the registered owner by first-class mail of this
9 delinquency and consequences thereof.

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

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

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

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

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

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

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

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

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

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

26 (ii) Proof of sale of the vehicle.

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

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

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

4 (e) For other good cause shown.

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

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

18 (a) The owner may request a review by the authority of the authorized
19 agent's determination by submitting a request for review to the authority at the place
20 and time and in the manner established in the authorized agent's written
21 determination of the declaration of dispute.

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

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

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

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

3 M.(1) The department shall develop and implement efficient policies and
4 procedures to ensure that vehicles falling under Subsection M of this Section shall
5 not be assessed toll passage fees and related administrative fees or fines as outlined
6 in this Section. The following vehicles shall not to be assessed toll passage fees and
7 related administrative fees or fines as follows:

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

10 (b) Vehicles associated with law enforcement pursuant to R.S. 40:1392.

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

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

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

16 (f) Vehicles making one round-trip passage in a ninety day period traveling
17 through an unmanned toll collection facility. Notwithstanding the first round-trip,
18 vehicles that make more than one round-trip passage in a ninety day period shall be
19 charged for each passage.

20 (2) The exceptions contained in Paragraph (1) of this Subsection are limited
21 to two motor vehicles owned and registered by government employees. These
22 employees shall provide proof of employment to the department or authorized
23 private entity upon request for verification purposes.

24 Section 2. This Act shall become effective upon signature by the governor or, if not
25 signed by the governor, upon expiration of the time for bills to become law without signature
26 by the governor, as provided by Article III, Section 18 of the Constitution of Louisiana. If
27 vetoed by the governor and subsequently approved by the legislature, this Act shall become
28 effective on the day following such approval.

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)]

HB 896 Engrossed

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 (DOTD) 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 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)(11)) defines "toll customer service center" as a facility used to assist drivers, in person, regarding 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)(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 motor 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 DOTD and an administrative fee of \$25 to recover the cost of collecting the toll.

Proposed law (R.S. 48:250.4.1(C)) requires the DOTD 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 and redesignates present law.

Proposed law (R.S. 48:250.4.1(D)(1) and (2)) references that any exception as defined in proposed law be applied with respect to payment of tolls. Further removes the \$25 administrative fee. Specifies that a person who receives an invoice for the use of a toll passage of a toll facility 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 DOTD 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 DOTD may add an administrative fee, not to exceed \$6, to the amount owed. Further requires the DOTD 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.

Present law (R.S. 48:250.4.1(E)) requires the DOTD adopt policies and procedures for the collection of tolls, administrative fees, and late charges authorized in present law and with the Administrative Procedure Act.

Proposed law retains and redesignates present law.

Proposed law prohibits other tolls, fees, or other monetary impositions from being collected by the DOTD or authorized entity from a person's vehicle passage of a toll facility unless expressly authorized by present law. Further prohibits any mailing cost to exceed the actual cost of the postage.

Present law (R.S. 48:250.4.1(G)(1)(a)(i)) specifies that registered owners who fail to pay administrative fees and fail to appeal a violation notice within 30 days of its issuance will incur a \$5 late charge.

Proposed law changes the timeline from 30 days to 45 days before the imposition of the \$5 late charge. Proposed law retains and redesignates 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 to an authorized agent at the time and place established by the DOTD with a certification establishing the basis for the dispute. 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 the lessee or renter will be deemed the owner of the 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 DOTD 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 DOTD 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 to the DOTD's authorization 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 DOTD 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, local-municipality governments, or their various depts.
- (2) Vehicles associated with law enforcement pursuant to law enforcement's free and unhampered passage on bridges and ferries (R.S. 40:1392).
- (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 making one round-trip passage in a 90 day period traveling through an unmanned toll collection facility. Notwithstanding the first round-trip, vehicles that make more than one round-trip passage in a 90 day period must be charged for each passage.

Proposed law (R.S. 48:250.4.1(M)) specifies that the exception outlined in proposed law is limited to two vehicles owned and registered by government employees. Requires these employees provide proof of employment to the DOTD or authorized private entity upon request for verification purposes.

Effective upon signature of the governor or lapse of time for gubernatorial action.

(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))

Summary of Amendments Adopted by House

The Committee Amendments Proposed by House Committee on Transportation, Highways and Public Works to the original bill:

1. Make technical changes.
2. Clarify that the definition of a "toll customer service center" means a facility used to assist drivers in person.
3. Change from the use of a toll project to the passage of a toll collection facility when directing drivers who receive invoices to follow certain procedures.
4. Add that the Department of Transportation and Development or an authorized agent is prohibited from collecting any other tolls, fees, or other monetary impositions from a person's vehicle passage of a toll facility unless expressly authorized.
5. Add the prohibition that any mailing cost not exceed the actual cost of the postage.
6. Changes the timeline from thirty days to forty-five days before the imposition of the five dollar late charge for failure to pay or appeal a toll violation.
7. Change the exception to toll passage fees from vehicles owned by current employees of schools located in the parish in which the tolling facility resides to vehicles associated with law enforcement pursuant to law enforcement's free and unhampered passage on bridges and ferries (R.S. 40:1392).
8. Change the exception to toll passage fees from vehicles identified through the toll-by-plate system that pass through the facility once in three calendar but vehicles passing more than once in three months will be assessed toll passage fees to vehicles making one round-trip passage in a ninety day period traveling through an unmanned toll collection facility, but vehicles that make more than one round-trip passage in a ninety day period will be charged for each additional passage.
9. Add an upon signature of the governor effective date.