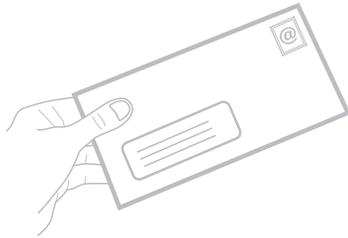


## 1 Receive notice of civil penalty



- After 80 days, each unpaid toll becomes a violation
- The registered vehicle owner is sent a notice of civil penalty which includes a \$40 penalty for each unpaid toll plus additional fees
- You must respond within 20 days by either paying it or disputing it

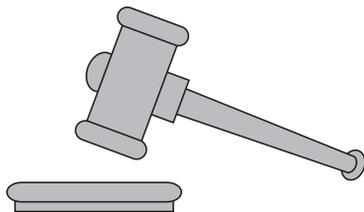
## 2 How to respond



### A Pay the penalty

- **Online:** [wsdot.gov/GoodToGo](http://wsdot.gov/GoodToGo)
- **By phone:** 1-866-936-8246
- **By mail:** *Good To Go!*, P.O. Box 300321, Seattle, WA 98103
- **In person at a customer service center:**
  - BELLEVUE: 13107 NE 20th Street, Bellevue, WA 98005
  - SEATTLE: 4554 9th Ave NE, Seattle, WA 98105
  - GIG HARBOR: 3212 50th St Court NW, Gig Harbor, WA 98335

### B Dispute the penalty



- Owners can request civil penalties be dismissed by scheduling an in person hearing or sending in a written dispute
- An administrative judge can decide if you are liable or not and can reduce your penalties
- A civil penalty can be dismissed if you prove that your vehicle was transferred, stolen, sold, leased or rented before the toll was incurred
- A civil penalty can also be reduced or dismissed if there are other particular mitigating circumstances
- To submit a written dispute, fill out the written dispute in lieu of hearing form included with your civil penalty notice
- Contact the customer service center to request an in person hearing in either Seattle or Fife

## 3 Don't ignore a notice!

Failure to pay or respond means your bill will be sent to collections and a hold may be placed on your vehicle registration. If you receive a hold on your registration, please call *Good To Go!* customer service.

More information, visit: [wsdot.gov/GoodToGo](http://wsdot.gov/GoodToGo)

**Title VI Notice to Public:** It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equal Opportunity (OEO). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OEO's Title VI Coordinator Jonte' Sulton at (360) 705-7082.

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