



THE EXPRESS

MnPASS Celebrates 10,000 Transponders On The Road

MnPASS, along with Lieutenant Governor and Commissioner of Transportation Carol Molnau, announced at a press conference on Friday, September 15, that MnPASS has achieved 10,000 transponders on the road.

This milestone, taking 16 months to achieve, is significant.

Since opening in May 2005, MnPASS has drawn worldwide attention due to the

unique way it approach's tolling operations.

Michiele Portinga, the 10,000 transponder subscriber, and Carrie Miller, one of the first people to begin using the MnPASS system, were present at the announcement.

When asked why they use the MnPASS Express Lanes, both replied "it saves time" off their commute. Miller went on to add that using MnPASS is

"much less stressful than sitting in traffic and watching cars cut in and out all around you, trying to get ahead, which doesn't work of course, and ends up causing accidents instead."



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New FAQ Page Assists Customers With Finding Answers

As a service to our customers, MnPASS has compiled a list of the most frequently asked questions, and provided answers for them.

These answers can be found at www.mnpass.org/FAQ

If you don't find what you are looking for, or if you would like to recommend a FAQ for the page, please

feel free to contact our Customer Service Representatives at customerservice@mnpass.net.

FAQ: Can I use the MnPASS Express Lanes without my transponder, if I have my child in the vehicle with me?



Yes. The exact definition of “car pool,” according to the Minnesota Statutes 2005, Chapter 169, Subdivision 65, is a “prearranged ride-sharing arrangement in which two or more persons travel together on a regular basis in an automobile, especially to and from their place of em-

ployment or to and from a transit stop authorized by a local transit authority.”

This statute can be interpreted in various ways, and MnDOT leadership has said that children and infants are considered passengers for the purposes of the HOV lane

and Ramp Meter bypass lane use.

If you would like to view the statute for yourself, visit the following link and scroll down until you reach subdivision 65.

www.revisor.leg.state.mn.us/stats/169/01.html

FAQ: I received a pre-recorded call from MnPASS about my account status. What does this mean?

In early July, MnPASS implemented an automatic dialer system that contacts MnPASS customers who have low account balances, suspended accounts, or credit cards expiring at the end of the month.

These calls are a courtesy to our customers; we also email and mail a letter with the same information.

To make sure you receive these correspondences, it is important that you keep your personal infor-

mation up-to-date.

Customers may also avoid these calls completely by contacting the MnPASS Customer Service Center at 1-866-397-4334 or visiting www.mnpass.net to update their credit card information.

Reminder:

It is your responsibility to update your personal information. This includes credit card, name, address, and telephone number changes.



\$15 in FREE tolls for you and a friend when you...

Refer a Friend to MnPASS!

FAQ: Can I use the Ramp Meter bypass lanes as a MnPASS customer?

No, Ramp Meter bypass lanes are restricted to car pools, transit vehicles, and motorcycles and are not part of the MnPASS system.

If caught using the bypass lanes as a solo driver, you may receive fines from law enforcement.

FAQ: Is your Refer a Friend program still in effect?

Yes, you may still refer a friend or family member to MnPASS and receive \$15 in free tolls for yourself and your friend.

All your referral needs to do is tell us the name of the person who referred them when they sign up for their new account.



MnPASS Customer Service Center
2055 Lilac Drive N.
Golden Valley, MN 55422

1-866-397-4334
E-mail: customerservice@mnpass.net



easy to get. easy to use.

We're on the Web!
www.mnpass.net

Law Enforcement News

It is your responsibility to have your transponder correctly installed and in working order at all times. It is a violation of the HOV lanes when a single occupancy vehicle uses the lane without a transponder, or with a non-working transponder.

Double white lines are also enforced at all times. Even though the road may be open to all drivers, it is still illegal to cross the double white lines. If caught, you will receive a \$142 moving violation. If you have any questions regarding the installation and operation of your transponder, contact the Customer Service Center.

Is Your MnPASS Account Current?

Every month we receive emails and telephone calls from customers who were charged a NSF service charge on their account, and don't understand why.

The fee is charged because an attempt was made to charge the credit card on file when the account balance reached the threshold amount, and that card was declined by the credit card processor — not because the customer had a negative balance. Most of these ac-

counts do not have a negative balance. This fee can be avoided by simply keeping a valid credit card — including the expiration date — on file with us.

If the credit card on file is about to expire or has expired, we attempt to contact you by email and by a pre-recorded telephone message. If any of your personal information changes, please tell us, and hopefully these occurrences will become few and far between.

