

Highway maintenance or transit operating vehicle for State, City, or County agencies

This vehicle is assigned to operate or maintain the toll facility, which includes:

- Incident response vehicles.
- Transit service supervisor or facility maintenance vehicles.
- Agency tow trucks

WACs and RCWs for eligible toll exempt vehicles

468-270-030 [Definitions](#)

468-270-085 [What vehicles are exempt from paying tolls on all toll facilities on Washington state highways?](#)

468-270-095 [Requirements to claim non-carpool toll exemption on all toll facilities on Washington state highways?](#)

468-305-210 [What is required for a qualified vehicle to claim an exemption?](#)

Toll Exempt Account Terms and Conditions for Toll Exemptions

A Toll Exemption Application must be completed, submitted to, and approved by WSDOT/Good To Go! prior to receiving toll exemptions for the vehicles.

- Toll exemptions are not automatic and must be approved by WSDOT/Good To Go! to travel toll free.
- Tolls that occurred prior to approval are the responsibility of the vehicle owner/agency and will not be dismissed or credited.
- Vehicles must be on a toll exempt account at the time of the toll transaction to receive the toll exemption for the trip(s).

Toll Exemption Applications will need to be resubmitted and approved by WSDOT/Good To Go! on a yearly basis to continue to receive toll exemptions.

- Vehicles may lose their toll exempt status and be removed from the toll exempt account if an application is not submitted upon request by WSDOT/Good To Go!.

WSDOT may deny any application if the organization does not utilize vehicles and passes within the parameters outlined in WACS and RCWs.

All eligible toll exempt vehicles submitted on the application must be officially registered to, or leased by, the organization and are subject to regular vehicle/pass audits:

- Any vehicle not officially registered to, or leased by, the organization may be subject to removal from the toll exempt account.
- WSDOT/Good To Go! may request a copy of the vehicle registration or lease for any vehicles listed on the toll exempt account.
- Vehicles and passes on a toll exempt account are subject to vehicle/pass audits. Vehicles and passes found to be non-compliant may be removed from the toll exempt account.
- Vehicles which are not currently on a toll exempt account and/or incurred tolls prior to receiving toll exemption approval by WSDOT/Good To Go! are not exempt and the organization will be responsible for paying those tolls.

A pass must be purchased and installed in each vehicle.

- Passes cannot be shared or moved between vehicles.
- If a vehicle is determined to be using a shared pass, the vehicle(s) are subject to being removed from the toll exempt account.

Any vehicle which is removed from the toll exempt account due to non-compliance may reapply for toll exemption once all toll exemption requirements have been met.

Once the vehicles have been approved for toll exemption, WSDOT/Good To Go! will open a Toll Exempt account at no charge.

The account will only be charged for the cost of passes (and WA state sales tax) purchased for the toll exempt vehicles. Account holders are responsible for maintaining and keeping their account up to date online at www.MyGoodToGo.com. The account holder agrees to maintain their toll exempt account by doing the following to avoid being charged for tolls:

1. Add new toll exempt vehicles and passes to the account immediately upon receipt of the vehicle.
2. Toll exempt account customers who have received a Pay By Mail toll bill as a result of not adding the vehicle to the account must pay any outstanding tolls prior to the vehicle being added to the toll exempt account.
3. Remove toll exempt vehicles and passes from the account immediately upon sale or destruction of the vehicle.
4. Purchase passes and install one in each vehicle according to the pass installation instructions.
5. Keep authorized contacts and all contact information on account current.

How to submit a Toll Exemption Application to *Good To Go!*

Complete and submit a Toll Exemption Application and vehicle/pass list to *Good To Go!*

Fill out the Toll Exemption Application on the next page and submit the file as a case online at www.MyGoodToGo.com. See detailed instructions below for how to submit the completed Toll Exemption Application online.

For new Toll Exemption Applicants without an established Toll Exempt account:

1. Visit our website at www.MyGoodToGo.com to open a new case online to submit your completed application.
2. Click on the "Contact Us" tab at the top of the home page.
3. From the dropdown select: **"For Non-account related questions or to provide feedback."**
4. In the **"General Inquiry"** form, fill out the required fields: Name, Email, Phone Number, Address, Customer ID Number, Statement Number, and License Plate Number. (If you do not have the Customer ID Number, Statement Number, and/or License Plate Number, enter any single number in the field to continue).
5. In the **"Comment"** field, type **"Toll Exemptions Application Request"** and any other information that is applicable.
6. Click the **"Attach File"** button below the **"General Inquiry"** form and **attach your Toll Exemption Application**.
7. Click the **"Submit"** button and **note the case number** provided for your reference.
8. Once you've opened the case, we will contact you within five business days.

For current Toll Exempt account holders log into your account:

1. Visit our website at www.MyGoodToGo.com to open a new case online to submit your completed application.
2. On the homepage, click the **Log In** button on the top right corner and log in to your account.
3. On your account's Dashboard, Click the **"Contact Us"** button.
4. Select **"For Non-account related questions or to provide feedback."**
5. In the comment field, type "Toll Exemptions Application Request" and any other information that is applicable.
6. Click the "Attach" button below the "General Inquiry" form and attach your Toll Exemption Application.
7. Click submit and take note of the case number provided for your reference.
8. Once you've opened the case, we will review the application and send a follow-up email within five business days.

To check the status of an open case:

- Go to "Contact Us" tab on www.MyGoodToGo.com and select **"Already have a Case #?"** Then click on **"Check the Status."**
- Enter the **"Case #"** and your **"Email Address"**, then click on **"View Case."**

Once we receive your Toll Exemption Application online, we will:

1. Respond to your case via web message to confirm receipt of your application.
2. Review your application and either approve or deny the toll exemptions.
3. If approved, we will open a Toll Exempt account for you at no charge, unless you have an existing account.
4. If denied, we will provide an explanation of why the toll exemptions were denied.



HIGHWAY MAINTENANCE OR TRANSIT OPERATING VEHICLE CITY, STATE, COUNTY TOLL EXEMPTION APPLICATION

SECTION 1: AGENCY INFORMATION REQUIRED

Questions regarding toll exemption application process? Please call 1-866-936-8246 and ask to speak with a Toll Exemption Specialist.

- Government Agency: City County State Federal
Private Agency (Non-Government)
Sales Tax Exempt ID Number:

Existing Account Number:
AGENCY NAME: AGENCY DIVISION:
ADDRESS: CITY: STATE: ZIP:
SHIPPING ADDRESS: CITY: STATE: ZIP:
PHONE NUMBER: EXT EMAIL:

PRIMARY CONTACT:
FIRST NAME: LAST NAME:
PHONE NUMBER: EXT EMAIL:

SECONDARY CONTACT #1:
FIRST NAME: LAST NAME:
PHONE NUMBER: EXT EMAIL:

SECONDARY CONTACT #2:
FIRST NAME: LAST NAME:
PHONE NUMBER: EXT EMAIL:

PERSONAL IDENTIFICATION NUMBER (PIN) FOR NEW ACCOUNTS ONLY: Please provide a four-digit PIN to access your account online at www.MyGoodToGo.com and to use our automated telephone system.

PIN (Please retain PIN for your records)

SECTION 2: VEHICLE INFORMATION

- Account maintenance instructions will be provided once you are approved for toll exemption by WSDOT/Good To Go! (Please delete the example row shown below prior to submitting this application.)

Table with 10 columns: Good To Go! Pass Number, License Plate State, License Plate Country, License Plate Number, Cold Plate Number, Vehicle Make, Vehicle Model, Vehicle Year, Vehicle Color, Nickname. Includes an example row and multiple empty rows.

Important Note: If requesting more than 10 vehicles, please create and submit a separate and complete vehicle list in an excel file with your application. Please note that a separate vehicle/pass list has been submitted on the table shown above in Section 2.

SECTION 3: AGREEMENT TO TERMS AND CONDITIONS

By completing and signing this application, you are agreeing to the Toll Exempt Account Terms and Conditions.

1. By signing below, I have read, understand, and agree to comply with the Toll Exempt Account Terms and Conditions established by WSDOT/*Good To Go!*
2. I agree to be responsible for self-maintaining the account online at www.MyGoodToGo.com to keep the vehicles and passes listed on the account current.
3. I understand that if I do not maintain the vehicles and passes on my account, I may receive toll bills and will be responsible for paying any tolls that are incurred.
4. I certify that the information provided within this application is accurate and current. All vehicles and passes added to this account must meet the criteria for the toll exemption.

AUTHORIZED SIGNATURE REQUIRED _____ DATE _____

Submit completed application and any additional documentation via a case online at www.MyGoodToGo.com.

See section "How to submit a Toll Exemption application to *Good To Go!*" for additional guidance on how to submit an application.

/// INTERNAL USE ONLY /// AUTHORIZED SIGNATURE APPROVAL _____ DATE _____

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, 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 programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equity and Civil Rights (OECR). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OECR's Title VI Coordinator at (360) 705-7090.

Americans with Disabilities Act (ADA) Information

This material can be made available in an alternate format by emailing the Office of Equity and Civil Rights at wsdotada@wsdot.wa.gov or by calling toll free, 855-362-4ADA(4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.