Florida Disabled Toll Permit
Frequently Asked Questions

What is a Disabled Toll Permit?

A special permit that allows qualifying individual's toll-free passage through "manned" toll lanes.

Who can qualify for a Disabled Toll Permit?

Any person who has a ***severe and permanent upper limb mobility or dexterity impairment*** that substantially impairs the person's ability to deposit coins in toll baskets, has a valid driver's license, and operates a ***vehicle specially equipped*** for use by the disabled. Vehicle must be registered to applicant or applicant is insured on the registered vehicle.

Do I automatically qualify if I am a disabled Veteran?

No. In order to qualify, you must have a ***severe and permanent upper limb mobility or dexterity impairment*** that substantially impairs the person's ability to deposit coins in toll baskets, a valid driver's license and operates a ***vehicle specially equipped*** for use by the disabled. Vehicle must be registered to applicant or applicant is insured on the registered vehicle.

Do I qualify if I am in a wheelchair and use hand controls?

Not necessarily. As stated above, in order to qualify you must have a ***severe and permanent upper limb mobility or dexterity impairment*** that substantially impairs the person's ability to deposit coins in toll baskets.

How do I obtain an application for a Disabled Toll Permit?

Applications may be obtained by calling or writing the Florida Commission for the Transportation Disadvantaged. You may also obtain an application via the web at www.fdot.gov/ctd/tollpermit/tollpermit.htm.

Does my doctor have to sign my application?

Yes. You must have a licensed physician sign the application to verify your disability. We cannot accept a Physician Assistant's signature.

If you are a veteran, you may provide a statement from the Veterans Administration instead, as long as it states you have a ***permanent and severe upper limb mobility or dexterity impairment***, which substantially impairs your ability to deposit coins in toll baskets.

How long does it take to get a Disabled Toll Permit?

Please allow six (6) to eight (8) weeks from the time we receive your completed application for processing. All completed applications must be MAILED -- NO ELECTRONIC DELIVERIES, THIS INCLUDES EMAIL AND FAX. If your application is approved, your Disabled Toll Permit will be mailed to you.

When does a Disabled Toll Permit expire?

The Disabled Toll Permit expires in five (5) years.

Can I renew my Disabled Toll Permit?

Yes. You will need to complete a Disabled Toll Permit Renewal Form application by calling or writing the Florida Commission for the Transportation Disadvantaged. You may also obtain an application via the web at https://fdot.gov/ctd.

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Can the Disabled Toll Permit be used in other states?

No. The Disabled Toll Permit is only valid in Florida.

What if I drive more than one vehicle?

You are allowed a permit for each ***specially equipped vehicle*** that you drive with a maximum of ***two (2) vehicles per household***. You must submit a completed ***Additional Disabled Toll Permit Request Form*** application for **each** permit request along with the **required *proof of vehicle insurance and proof vehicle was modified with accessibility equipment***. The Disabled Toll Permit is a benefit for people that have a ***severe and permanent upper limb mobility or dexterity impairment that substantially impairs their ability to deposit coins in toll baskets***. ***The permit shall not be used by anyone other than the approved use of the permit***. The Disabled Toll Permit eligibility letter received with your permit shall be carried in the permitted vehicle at all times. A physician is required to provide verification of your eligibility on only one application.

Once I receive my Disabled Toll Permit, what do I do with it?

The Disabled Toll Permit is an orange sticker you will need to adhere to the inside of the lower left hand corner (driver's side) of your windshield. The sticker shall be permanently attached to the windshield, and you must keep your windshield clean so the Disabled Toll Permit is visible to Toll Collection personnel. To use the Disabled Toll Permit, you ***must go through*** a ***"manned" lane***, where available. The Toll Collection personnel will record your Disabled Toll Permit number to account for your passage. The orange Disabled Toll Permit sticker ***does not work on "unmanned" lanes***. The Disabled Toll Permit Eligibility Letter received with your permit should be carried in the glove compartment of the permitted vehicle at all times.

Who can use my Disabled Toll Permit?

Only the person to whom the Disabled Toll Permit is assigned shall use the permit. All **other individuals** accessing the toll road **MUST pay the toll**. If the person issued the permit, is not driving the vehicle, or is a passenger, the person operating the vehicle shall pay the toll.

What happens if I have to use an "unmanned" toll lane?

You must use "manned" lanes wherever possible. If no "manned" lanes are available, you may continue through an "unmanned" toll lane. The Disabled Toll Permit sticker only allows you to pass free through "manned" lanes. If you wish to pass free through "unmanned" tolls, contact Debbie Myers and apply and purchase a Non-Revenue SunPass Mini Transponder.

SunPass Operations
Attn: Debbie Myers
7941 Glades Road
Boca Raton, FL 33434

For individuals who regularly use an "***unmanned***" lane, it is recommended they apply and purchase a Non-Revenue SunPass Mini Transponder.

Can I send in voluntary payments for the use of my Disabled Toll Permit?

Yes. Payments are encouraged and accepted on a voluntary basis. Please mail checks made payable to the Florida Department of Transportation to the address below.

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street MS-49
Tallahassee, Florida 32399-0450

Remember to specify your orange Disabled Toll Permit sticker number and the toll road most traveled on your check. Please ***do not send cash*** through the mail.

What do I do if I have to replace my vehicle?

Complete a ***Disabled Toll Permit Replacement Request Form*** identifying the orange permit sticker number and the new vehicle. Mail the completed ***Disabled Toll Permit Replacement Request Form*** to the Florida Commission for the Transportation Disadvantaged requesting an orange permit sticker replacement to be assigned to the new vehicle. You are ***required*** to provide ***proof of vehicle insurance and proof vehicle was modified with accessibility equipment***. A new orange ***Disabled Toll Permit Sticker and an Eligibility Letter*** will be mailed to you identifying the new vehicle associated with the replacement orange permit sticker. You must also contact SunPass at 1-561-488-5332 to notify them of the new vehicle associated with replacement orange permit sticker and provide a copy of your ***Disabled Toll Permit Eligibility Letter*** identifying the changes.

What do I do if I have to replace my windshield?

Complete a ***Disabled Toll Permit Replacement Request Form*** identifying the orange permit sticker number. Mail the completed ***Disabled Toll Permit Replacement Request Form*** to the Florida Commission for the Transportation Disadvantaged requesting an orange permit sticker replacement to be assigned. A new orange ***Disabled Toll Permit Sticker and an Eligibility Letter*** will be mailed to you identifying the vehicle associated with the replacement orange permit sticker. You must also contact SunPass at 1-561-488-5312 to notify them of the replacement and provide a copy of your ***Disabled Toll Permit Eligibility Letter*** associated with the replacement orange permit sticker.

What do I do if my address has changed?

As soon as you have changed addresses you must complete a ***Disabled Toll Permit Replacement Request Form*** identifying the orange permit sticker number and your new address. Mail the completed ***Disabled Toll Permit Replacement Request Form*** to the Florida Commission for the Transportation Disadvantaged to update the address associated with the permit. A new ***Disabled Toll Permit Eligibility Letter*** will be mailed to you identifying the updated address associated with the permit.

What do I do if my permanent vehicle license plate has changed?

As soon as you have changed the permanent vehicle license plate you must complete a ***Disabled Toll Permit Replacement Request Form*** identifying the orange permit sticker number and the new vehicle license plate number. Mail the completed ***Disabled Toll Permit Replacement Request Form*** to the Florida Commission for the Transportation Disadvantaged to update the permanent vehicle license plate associated with the permit. A new ***Disabled Toll Permit Eligibility Letter*** will be mailed to you identifying the updated permanent vehicle license plate

associated with the permit. You must also contact SunPass at 1-561-488-5332 to notify them of the change to the permanent vehicle license plate associated with the permit.

Where can I use my Disabled Toll Permit?

You may use your permit to access all Florida toll roads. Your Disabled Toll Permit allows you to **apply for and purchase** a Non-Revenue SunPass Mini Transponder which can then be used through "unmanned" toll lanes.

Can I use a SunPass Transponder that I already own?

No. You ***cannot*** use a SunPass Transponder that you already own or purchased because the Non-Revenue SunPass Mini Transponder must be specially programmed.

What is a Non-Revenue SunPass Mini Transponder?

A Non-Revenue SunPass is a small transponder (electronic device) that is attached on the inside of your vehicle's windshield. If you are approved for a Disabled Toll Permit, you can **apply for and purchase a Non-Revenue SunPass Mini Transponder** (non-moveable sticker) which will identify you as an authorized toll-free user.

You must submit an application to SunPass along with your payment for the Non-Revenue SunPass Mini Transponder in order to have a Non-Revenue SunPass. This must be done in order for the SunPass system to recognize your SunPass as a Non-Revenue SunPass when you use "unmanned" lanes. **This is in addition to and after you have received your approved Disabled Toll Permit**.

Where can I use a Non-Revenue SunPass?

A Non-Revenue SunPass provides toll-free access to specially marked Florida toll lanes that accept SunPass as a method of payment. E-Pass (operated by the Orange County Expressway Authority), MDX (operated by the Miami-Dade Expressway Authority), LeeWay (operated by the LeeWay Service Center in Lee County), CFXWay (operated by the Central Florida Expressway Authority) and THEA (operated by the Tampa Hillsborough Expressway Authority) also honor SunPass devices.

What are the advantages of a Non-Revenue SunPass?

A Non-Revenue SunPass provides toll-free access to Florida toll roads that accept SunPass. SunPass also allows the driver of the vehicle to access nonstop SunPass Only lanes, alleviating the need to use a manned booth and cutting down on wait time.

Who is eligible for a Non-Revenue SunPass?

Anyone possessing a Disabled Toll Permit is also eligible for a Non-Revenue (toll-free) SunPass Mini Transponder. A Non-Revenue SunPass Mini Transponder can be obtained by filling out an additional application that comes with your approved Disabled Toll Permit and submitting the completed Non-Revenue SunPass Mini Transponder application along with a payment of $ 4.99 plus any applicable sales tax to purchase the SunPass.

Do I have to pay for a Non-Revenue SunPass Mini Transponder?

Yes. Although a Non-Revenue SunPass allows the driver toll-free access to toll roads, the **patron must purchase a Non-Revenue SunPass Mini Transponder**. The total cost for a mini transponder is $4.99 plus any applicable sales tax.

How do I get a Non-Revenue SunPass Mini Transponder?

All requests are processed through the Florida SunPass. Applications are available through the Florida Commission for the Transportation Disadvantaged website at **www.fdot.gov/ctd/tollpermit**, or by contacting SunPass directly at (561) 488-5344.

Who should be contacted if the transponder is not working properly or needs to be repaired?

Customers should call SunPass directly at (561) 488-5332 and explain any issues. SunPass Mini Transponders are warranted against manufacturing problems or defects 45 days from the date of purchase.

What if I have other questions or need more information about the Disabled Toll Permit program?

Florida Commission for the Transportation Disadvantaged
605 Suwannee Street MS-49
Tallahassee, Florida 32399-0450

Contact Us at: 1-800-983-2435
Hearing & Speech Impaired Call: 1-800-684-6084

Visit Our Website: **https://www.fdot.gov/ctd**