

ITP FREQUENTLY ASKED QUESTIONS

How long does it take to update my information?

We will typically review your enrollment packet within 10 days. If you are just updating a credential, it can take up to five days.

Which of my submitted credentials was wrong?

Most often, the following are the incorrect credentials we receive:

- We received a registration renewal notice instead of registration renewal receipt or window sticker
- The ITP enrollment packet was not filled out entirely
- The client ITP information page was not filled out entirely or has incorrect data, including a physical signature on all pages requiring one
- The EFT form was filled out but is missing the voided check or direct deposit form

How many people can I sign up to transport?

A payee or driver can sign up to transport up to 10 non-family members. There is no limit to the number of family members you can transport.

Why is my social security card needed?

Texas rules state that you must complete the ITP application. The ITP application requires your social security card.