



Maryland Transportation Authority

July 23, 2025

Wes Moore, Governor
Aruna Miller, Lt. Governor
Paul J. Wiedefeld, Chairman

Board Members:

Dontae Carroll	Cynthia D. Penny-Ardinger
Maricela Cordova	Jeffrey S. Rosen
William H. Cox, Jr.	Samuel D. Snead, MCP, MA
Mario J. Gangemi, P.E.	John F. von Paris

Bruce Gartner, Executive Director

The Honorable J.B. Jennings
Senator
James Senate Office Building, Room 323
11 Bladen Street
Annapolis MD 21401

Dear Senator Jennings:

Thank you for contacting me regarding your constituents' concerns with civil penalties and unpaid tolls being escalated to the Maryland Central Collection Unit (CCU). As Chairman of the Maryland Transportation Authority (MDTA), I am pleased to address your concerns.

The MDTA is committed to providing DriveEzMD customers with excellent customer service. Before addressing your specific request, I wanted to share with you some of the customer service and collections initiatives underway to improve processes for customer service and handling of CCU cases:

1. Holding regular, bi-weekly discussions on processes and system improvements with CCU.
2. Implementing an MDTA managed installment plan that will be available to customers with unpaid Video Tolls over \$300.00.
3. Implementing internal multi-disciplinary working groups to address strategic initiatives that increase toll collection rates and improve customer service.

A specific recent example of collection-customer service initiatives is including QR codes on outreach materials to drive digital engagement. By embedding QR codes into physical signage and correspondence, MDTA is making it easier for customers to access secure online resources and self-service options. For instance, MDTA added QR codes to its Notice of Tolls Due (NOTDs). This initiative aims to reduce the friction of payment processes by enabling customers to scan the QR code with a mobile device and be taken directly to the "Pay My Tolls" portal. Prior to Fall 2025 we will complete the implementation of additional bold and bright information on Video Toll and Citation envelopes to draw customers' attention to the notices.

In addition, the DriveEzMD mobile app is a great tool for customers to easily manage and update their *E-ZPass*® or Pay-By-Plate accounts. With the mobile app, customers can:

- request and manage transponders;
- view toll and payment transactions;
- find and pay Video Tolls;
- update or change payment details;
- enroll in automatic account replenishment;
- add and remove vehicles on an account; and
- register an *E-ZPass* On the Go device.

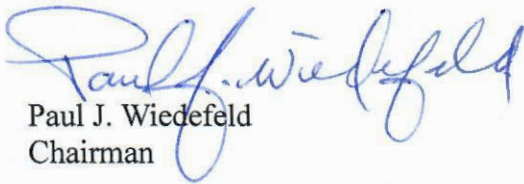
With respect to your specific request, it is important to note that your suggestion that MDTA consider “applying a single late penalty and then suspending vehicle registration renewal until tolls are paid” is, in fact, the current process under Maryland law. Customers have 30 days to pay the NOTD toll amount before a toll violation and one-time civil penalty occurs. This one-time \$25.00 civil penalty does not increase, nor are additional fees placed on this outstanding debt. A Past Due Notice is mailed if the debt remains unpaid, which provides customers with an additional 15 days to remit payment before being referred to the Maryland Department of Transportation (MDOT) Motor Vehicle Administration (MVA) for a registration hold or suspension. For customers with unpaid tolls and civil penalties less than \$1,000, the vehicle registration is flagged for non-renewal. These accounts are not referred to CCU until 60 days after the vehicle registration due date, if the debt remains unpaid. If the amount owed by a customer continues to increase beyond \$1,000, MVA’s flag is changed from a vehicle registration hold to suspension, at which time the customer is referred to CCU.

The MDTA will continue to work collaboratively with the MVA on vehicle flagging issues. As MDTA re-evaluates the way toll payments are enforced, MDTA is willing to consider a simpler and more equitable approach that both assists DriveEzMD customers and maintains effective financial stewardship and we welcome the opportunity to discuss this matter further with you. While MDTA would normally undertake this effort as part of a comprehensive toll adjustment process, we have already begun evaluating options that could be taken prior to MDTA’s next scheduled toll adjustment and look forward to discussing these options in the coming months.

The Honorable J.B. Jennings
Page Three

Thank you again for contacting me. I appreciate hearing from you. If you have any additional questions or concerns, please contact Mr. Bruce Gartner, MDTA Executive Director, at 410-537-1001 or bgartner@mdta.state.md.us. Mr. Gartner will be happy to assist you. Of course, you may always contact me directly.

Sincerely,



Paul J. Wiedefeld
Chairman

cc: Mr. Bruce Gartner, Executive Director, MDTA