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October 3, 2025

Bruce Gartner, Executive Director

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

Dear Senator Jennings:

Thank you for contacting me regarding the current tolling and customer service practices of the Maryland Transportation Authority (MDTA). As Chair of MDTA, I am pleased to address your concerns.

In your follow-up letter, you asked for a detailed breakdown of roundtrip toll costs for a day, month, and six months with an inactive or absent *E-ZPass* transponder for two scenarios: one scenario for a constituent traveling five days per week from Harford County to Annapolis, and another scenario for a constituent traveling five days per week from Harford County to Washington, D.C.. When an *E-ZPass* transponder is inactive or absent, the toll rate will either be the Video Toll rate or the Image Toll (ITOL) rate. An ITOL happens when a vehicle registered to an *E-ZPass* account passes through a toll facility without a detectable *E-ZPass* transponder, meaning not present in the vehicle, not properly mounted, or low battery in need of replacement. Instead of the transponder being read, an image is captured, initiating a license plate search through the Motor Vehicle Administration (MVA). When the search finds a match to a license plate that is registered to an active *E-ZPass* account, instead of issuing and mailing the Video Toll notice, an ITOL is posted to the account. The ITOL rate is the equivalent of the Pay-By-Plate toll rate, which is the same as the former cash rate. It is important to note that ITOL trips do not count towards commuter discount plans.

The table below depicts the Video Toll and ITOL rates for a 2-axle vehicle commuting from Harford County to Annapolis or Washington, D.C., traveling through either the Fort McHenry Tunnel (I-95) or the Baltimore Harbor Tunnel (I-895). On average, there are 20 to 22 working days in a month, assuming the standard five-day work week. For illustrative purposes, the table below represents a five-day work week based on a 21-day work month.

Toll Costs from Harford County to Annapolis or Washington, D.C. – 2axle vehicle
(inactive or no transponder in vehicle)

Type of Toll	Daily Round Trip Toll	Monthly Round Trip Toll	Six-Month Round-Trip Toll
Video Toll	\$12	\$252	\$1,512
Image Toll (ITOL)	\$8	\$168	\$1,008
MD <i>E-ZPass</i> Rate	\$6	\$126	\$756
MD <i>E-ZPass</i> Commuter Discount Rate	\$2.80	\$58.80	\$352.80

Note: The toll table does not take into account travel on the I-95 Express Toll Lanes (ETLs) or the Intercountry Connector (ICC MD200). These are variably priced toll facilities, and some commuters choose not to use these toll facilities in their daily commutes.

Please note that any regular commuter traveling from Harford County to either Annapolis or Washington, D.C. would benefit greatly from opening an *E-ZPass* account, keeping the account in good standing, and signing up for the Baltimore Region Discount Plan. Using the Baltimore Region Discount Plan, the toll rate is \$1.40 per trip. More information on this and other discount plans offered can be found at <https://driveezmd.com/acct-types/e-zpass-discount-plans/>.

You also asked for clarification on a number of current practices related to the DriveEzMD Mobile App and website. Within the DriveEzMD Mobile App, customers can manage and update their *E-ZPass* or Pay-By-Plate account, request and manage transponders, view their toll and payment transactions, find and pay Video Tolls, update or change payment details, enroll in automatic account replenishment, and add or remove vehicles on the account. Users of the DriveEzMD Mobile App can opt into receiving text notifications designed to alert them when their *E-ZPass* transponder is successfully read or if there are insufficient funds in their account.

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On the DriveEzMD website, customers have the option of adding a second payment card to their account, which can serve as a “backup” payment card. Additionally, through the website, there are email notifications customers can opt into designed to support account management and ensure customers remain informed of important account activity. These notifications include alerts such as low, negative, or invalid balance, as well as general account updates, including address changes, license plate modifications, payment activity and transaction details. By statute, Notice of Toll(s) Due (NOTD) must be mailed to the vehicle owner’s address that is on file with MVA.

The MDTA is committed to ongoing efforts to enhance customers’ experiences through proactive toll collection practices. Specifically, MDTA is also working to implement standardized toll transaction bundling, which will help streamline billing by grouping transactions into more manageable and predictable statements. These efforts reflect MDTA’s commitment to fairness, transparency, and improved customer service in tolling operations. Additionally, MDTA is developing a reminder to be mailed prior to the NOTD due date, providing customers with an additional opportunity to resolve outstanding tolls before further enforcement actions are taken.

We appreciate your continued interest in Maryland’s tolling operations on behalf of your constituents. We are happy to assist your office or any community group with an educational presentation about DriveEzMD should that be of interest.

Thank you again for contacting me, and for your kind words about my appointment as Acting Secretary of the Maryland Department of Transportation. 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,



Samantha J. Biddle
Chair

cc: Mr. Bruce Gartner, Executive Director, MDTA