

BILL NUMBER HB0038

BILL TITLE: Vehicle Laws - Failure to Pay Video Toll - Reform of Penalties

BILL CONTACT: Delegate Al Carr

POSITION: Support

February 6, 2020

TESTIMONY IN SUPPORT OF HB0038

Tracy Douglass
7th legislative district

To The Honorable Kumar Barve, Chair, The Honorable Dana Stein, Vice Chair, and the Environment and Transportation Committee members,

My name is Tracy Douglass and I have an EZ Pass horror story. I previously used my car for work purposes for the State of Maryland and have used an EZ Pass transponder for 2 years.

My problems started when I received a bill from EZ Pass stating I owed \$51. I was in a car accident during work 2/5/2019. A week after the accident I received a bill from EZ Pass for \$51. I contacted them a few weeks later and I informed them that this was an error is it possible they could send me proof. I never received the photos or proof. I totally forgot about it. However, I received a bill for \$2,358.72 from Central Collections Unit informing me to set up a payment plan. I contacted them after being on hold for a half hour trying to get an understanding of how \$51 turned into \$2358.72. I was informed to contact EZ Pass. I called EZ Pass and was on hold for over an hour. I decided to hang up this it totally frustrating. I am still out of work without any income. I am trying to make ends meet. I no longer own the car because it was totaled in the wreckage. However, I have a bill for the car that I no longer own.

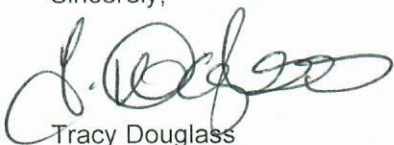
Until this day, I have not received proof or an explanation of the bill I received. This has caused undue stress in my life. I have spent over 5 hours total and 4 days total since the onset of this problem to no avail trying to fix it.

Before this happened, I didn't realize the fines were so astronomical because I would have paid the \$51 instead of trying to dispute it, if I knew that \$51 would turn into a \$2358.72 bill. If I had known, I would have paid the \$51 although I requested proof to keep this from happening. The late payment fine of \$50 per toll is outrageous.

House Bill 38 is very important to fixing some of the problems associated with EZ Pass. Lowering the fine rate to be more reasonable will result in more people paying what they owe, and less people feeling like they were taken advantage of by the state to generate revenue.

In addition to the solutions it offers, I also believe the Maryland Transportation Authority should do everything it can to make sure drivers understand what is expected of them to stay in compliance and make access to doing those things more easily available. Some/One idea(s) is/include (letting drivers know the transponders have batteries that die/putting expiration dates on transponders; making sure drivers know about the website so they can make payments proactively, ending the 50% video-toll surcharge, which is a travel tax, immediately.)

Sincerely,



Tracy Douglass
1214 Westerlee Place 1B
Catonsville, MD 21228

State of Maryland
 Central Collection Unit
 300 W. Preston Street
 Baltimore, Maryland 21201-2321



Debtor ID: 13439049
 Primary CCU Account #: 23942186
 Total Balance Due: \$2358.72
 Count of Violations Included in Total: 36
 Debtor PIN #6105

January 7, 2020



TRACY DOUGLASS
 1214 WESTERLEE PL APT 1B
 CATONSVILLE, MD 21228-3882

Dear **TRACY DOUGLASS**,

Your delinquent account(s) with **MARYLAND TRANSPORTATION AUTHORITY EZPASS IN STATE** has been referred to the State of Maryland Central Collection Unit (CCU) for collection. Payment in full is immediately due. If you are unable to remit full payment and would like to discuss the possibility of making alternative payment arrangements or if you would like additional information regarding this debt, please contact our office immediately at 1-888-248-0345 or 410-767-1220. Representatives are available to assist you Monday through Friday, 8:00 AM to 5:00 PM, excluding State holidays.

If you are State employee, we are prepared to offset your salary for the total balance due. The CCU will send a salary offset notice to the Central Payroll Bureau if we do not immediately receive payment in full or you do not respond to this notice within fifteen (15) days of the above date and enter into acceptable alternative payment arrangements. Failure to make immediate payment in full or contact CCU and enter into acceptable alternative payment arrangements will result in further action being taken, including but not limited to the aforementioned salary offset. CCU is authorized by law to initiate any of the following, depending on the type of debt, in addition to and not as a substitute for any actions the State agency referring the debt may take as a result of the delinquent debt:

- refer delinquent accounts to the Office of the Attorney General (OAG) for litigation
- garnish your wages/attach any other assets permitted by law
- intercept your vendor invoice payment
- report non-payment of this delinquent debt to the Credit Bureau(s)
- withhold Motor Vehicles Administration (MVA) services
- intercept your Maryland State Tax Refund *

*If you believe that under the law your name should not be certified for tax interception, you have the right to request that CCU investigate the circumstances and confirm or modify the existence or amount of the debt. Please be specific, giving pertinent dates, amounts, case numbers and contact persons. Please provide copies of cancelled checks, invoices or correspondence. Matters already determined by a court are not subject to redetermination. An investigation must be requested in writing to the Central Collection Unit, at the above address, within fifteen (15) days of the above date. Following the completion of an investigation, you may request an appeal hearing to further contest this debt. You have the right to appeal an adverse hearing decision to court. You cannot request a hearing until after the investigation has been completed. (MD.CODE ANN., TAX-GEN. Sections 13-912 to 13-919).

Any written correspondence must be sent to the above address. Correspondence sent to any other address will not be considered.

Your account is **PAST DUE**. To avoid further action being taken, please resolve this matter **NOW**.

You may visit our Debtor Portal to access your accounts owed to the Central Collection Unit at <https://ccuportal.md.gov/debtor>
 Enter: Identifier, PIN and SSN/EIN to access your information.

Pay Online

<https://www.velocitypayment.com/vbills/bankofamerica/mdccu/login.go>

Pay by Phone

1-833-847-9876

Pay by Mail

Central Collection Unit
 P.O. Box 17277
 Baltimore, Maryland 21297-0386

Pay In Person

CCU Headquarters Office
 300 W. Preston Street
 Baltimore, Maryland 21201

~Effective Resource Management~

DEPARTMENT OF BUDGET & MANAGEMENT – CENTRAL COLLECTION UNIT

300 W. Preston Street • Baltimore, MD 21201

Tel: (410) 767-1220 • Fax: (410) 333-7085 • Toll Free: 1 (888) 248-0345 • TTY Users: call via Maryland Relay

<http://www.dbm.maryland.gov>