



DEPARTMENT OF LEGISLATIVE SERVICES
OFFICE OF LEGISLATIVE AUDITS
MARYLAND GENERAL ASSEMBLY

Victoria L. Gruber
Executive Director

Gregory A. Hook, CPA
Legislative Auditor

February 25, 2022

Delegate Alfred C. Carr, Jr.
Lowe House Office Building, Room 222
6 Bladen Street
Annapolis, Maryland 21401

Dear Delegate Carr:

As a unit of the Department of Legislative Services, the Office of Legislative Audits (OLA) takes no position on any legislation unrelated to its own statutes. The following information is provided at your request for the Committee's consideration of HB0029.

- OLA's September 13, 2021 audit report of the Maryland Transportation Authority (MDTA) identified several issues regarding tolling errors that were not adequately pursued by MDTA including duplicate billings and charges for the incorrect vehicle. This audit report was presented at the December 1, 2021 Joint Audit and Evaluation Committee hearing and the February 2, 2022 Appropriation Committee's Transportation and the Environment Subcommittee.
- MDTA's testimony during those hearings made mention that their customer service center was receiving approximately 15,000 calls daily related to E-ZPass issues.
- As of February 18, 2022, 58 complainants have contacted OLA's fraud, waste and abuse hotline about MDTA tolling issues since our report was published, with many having multiple complaints.
 - 22 complainants stated they were charged for a toll they did not incur (e.g., charged for a vehicle they did not own, charged a toll they did not incur, charged on a transponder that had been canceled).
 - 19 complainants stated that MDTA's customer service quality was poor (e.g., not timely and/or not effective).
 - 17 complainants stated they were charged an incorrect rate (e.g., charged full price when they had an E-ZPass or commuter plan) or were charged multiple times for the same trip.
 - 14 complainants had payment-related issues (e.g., replenishment charges were excessive, payments were not properly credited to their account, unable to make payments on their

- account, accounts referred to CCU while tolls were still under dispute).
- 13 complainants had billing-related issues (e.g., received bills for transactions that occurred months to more than a year prior, never received an initial bill and are now being charged late fees, received new bills for transactions they had already paid).

In response to the complaints and legislative concerns shared with the OLA, in mid-February of this year, we initiated a limited review of selected tolling data to corroborate certain of the allegations and concerns.

Sincerely,

A handwritten signature in black ink that reads "Gregory A. Hook". The signature is written in a cursive, flowing style.

Gregory A. Hook, CPA
Legislative Auditor