

**J00J00 – MDOT – Maryland Transportation Authority**

**MDOT RESPONSE TO DLS ANALYSIS**

***DLS Budget Analysis***

---

**Financial Forecast (Page 10)**

*The Department of Legislative Services recommends adding language to the Budget Reconciliation and Financing Act to alter the July 1 deadline to September 1 to coincide with MDOT's submission of the Draft Consolidated Transportation Program (CTP), which would conform statute to current practice.*

**MDOT Response:**

The Department concurs with the recommendation.

MDOT RESPONSE TO DLS ANALYSIS

*DLS Budget Analysis Issues*

---

1. MDTA Tackles Video Tolling Complaints (Page 23)

*MDTA should comment on its planning process for the rollout of AET. MDTA should also discuss what it has learned from recent customer service efforts and how they can be applied to the AET rollout.*

**MDOT Response:**

All- electronic tolling (AET) has been the national trend in the tolling industry for over a decade. The Maryland Transportation Authority (MDTA) has been an industry leader by implementing AET at the Intercounty Connector in 2007 and I-95 Express Toll Lanes in 2011. AET offers multiple benefits, including customer savings, improved driver safety, reduced traffic congestion, better air quality through reduced carbon dioxide and particulate matter, and reduced operating costs. Since 2015, the MDTA has worked diligently to address many of the public outreach, business rules, and policy concerns that were discussed in the AET study. For example, the MDTA has made it more affordable and convenient to purchase and use transponders by lowering the cost of the device, eliminating the monthly *E-ZPass* Maryland account fee for Maryland residents, increasing the *E-ZPass* Maryland discount at legacy facilities, and expanding online and retail sale methods. In addition, the agency recently launched a new mobile aware website that makes it easier for customers to view the MDTA website on mobile devices. Furthermore, to address concerns regarding toll revenue leakage, the MDTA formed a workgroup to evaluate strategies employed by other states to collect tolls from out-of-state toll violators. Lastly, the agency is also in the process of revising the Notice of Toll Due format to make it easier for customers to understand.

Other challenges noted in the study such as the streamlining of business rules, providing additional automated payment options, and improving the user-friendliness of the *E-ZPass* website will be addressed by the new Electronic Toll Collection 3rd Generation (3G) contract. Further customer service enhancements to be implemented under the 3G contract include a new mobile app and real-time feedback regarding whether the transponder was detected by the system.

The MDTA plans to begin transitioning to AET over the next several years beginning with the Thomas J. Hatem Memorial Bridge, Francis Scott Key Bridge, and the Nice Bridge. The agency has taken significant steps over the last year to expand its customer service efforts to better meet customer service demands. Expanded customer notifications, delaying the referral of outstanding balances to the State’s Central Collection Unit, and enhancing web-mobile access are some of the efforts that are expected to reduce of the number of video tolls incurred following the transition to AET. Another key component of the AET roll-out will include extensive public outreach such as proactive news media pitches, educational videos, email alerts, frequently asked questions, on-

**MDOT RESPONSE TO DLS ANALYSIS**

***DLS Budget Analysis Issues (Continued)***

---

online meetings, MVA mailings, and toll-lane handouts. A continued focus on providing exceptional customer service through effective two-way communication, working cooperatively with customers seeking to pay their tolls, and pursuing a balanced approach to toll enforcement that promotes fairness will be vital to the successful rollout of AET.