

September 16, 2020

To House Transportation Committee Members,

As a Texan, taxpayer, and a driver, I would like to strongly advocate for the following driving customer rights in relation to **HB 803** and **SB 198**:

1. Toll fines should be capped for all toll agencies at \$50 per year.
2. Toll fines should be de-criminalized.
3. Toll bills should be sent immediately (within two weeks) using a standardized format.
4. Toll agencies should not be allowed to collect tolls that are more than 6 months old.
5. Toll agencies should give drivers a minimum of 3 months to pay before their bill is sent to collections.
6. Toll agencies should be required to prove that the unpaid bills were actually received by the drivers before they begin charging fees and fines.
7. Toll agencies must be flexible in working with drivers who cannot afford to pay their toll bill in full in order to avoid changing additional fees and fines.
8. Toll agencies must immediately notify drivers if there was a problem processing their payment.
9. Toll agencies must be subject to the standards of debt collection that apply to private businesses.

Thank you for your thoughtful consideration and public service.

Sincerely,
Margot Shields

