

Date: September 17, 2020

To: House Transportation Committee

In regard to Interim Charge 1A the Pro-taxpayer reforms that I suggests are as follows:

- **Cap Toll Fines** Toll fines should be capped at \$48/year for all toll agencies.
- **Remove All Criminal Penalties** All criminal penalties must be removed (the House voted 136-3 to de-criminalize in 2017).
- **Timely Toll Bills Sent** Bills should be sent immediately with a uniform, timely billing standard required (ie - tolls incurred must be billed within 14 days and payment should be not be due before 30 working days from the time of receipt.) Like most financial delinquencies, there must be a statute of limitation on how far back an agency can go to collect a toll. Agencies should not be allowed to collect tolls more than six months old. Drivers should have at least 90 working days before an unpaid toll bill is sent to collections.
- **Proof of Receipt of Toll Bills** Toll agencies should be required to prove the customer actually received notice of tolls owed before any fines or fees are assessed.
- **Opportunity of Payment Arrangements** Requirement that agencies must make payment arrangements with those unable to pay in full at the time of billing without fines and fees tacked on for inability to pay in full at the time of the billing cycle.
- **Notification to Drivers of Problems** Agencies must immediately notify drivers of any problems with payment cards associated with their toll tag accounts. The practice of holding back bills to allow fines and fees to rack up before notifying drivers of a problem with payment cards must stop. We mustn't tolerate from government agencies what we wouldn't tolerate from consumer/commercial institutions.

**Summary** All that is being asked here is that the same standards of debt collection applied to private businesses, be applied to the government agencies collecting tolls. Citizens have been fighting the toll collection battle for a long time with horror stories told on social media of thousands of dollars of fees being added to very small toll bills. Let's make sure this ends.

Thank you for consideration of my comments.

Thomas E. Marburger