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ATTACHMENT C

July 17, 2017

To the Honorable Senate and House of Representatives:

Pursuant to Article LVI, as amended by Article XC, Section 3 of the Amendments to the Constitution, I am returning to you for amendment Section 5 of House Bill No. 3800, "An Act Making Appropriations for the Fiscal Year 2018 for the Maintenance of the Departments, Boards, Commissions, Institutional and Certain Activities of the Commonwealth, for Interest, Sinking Fund and Serial Bond Requirements and for Certain Permanent Improvements."

Section 5 would require MassDOT, once a month, to telephone every electronic toll collection system account holder who has more than \$100 in outstanding fees and fines to assist the account holder in bringing their account balance current. We recognize that with the recent transition to all-electronic tolling, toll payers may benefit from increased communication about their accounts.

MassDOT already issues multiple notices to each account holder who has accrued a past-due balance. In doing so, MassDOT utilizes the national change of address registry to ensure that it has the best contact information for each account holder. Implementing a system to contact every account holder who has more than \$100 in outstanding fees or fines would require a change to MassDOT's existing vendor contract and would cause additional costs.

Nonetheless, there is a value in ensuring that account holders with the highest accrued balances are aware of their obligation to pay and the steps they can take to address their account balance.

For these reasons, I recommend that Section 5 be amended by striking out the text and inserting in place thereof the following text:-

SECTION 5. Section 13 of chapter 6C of the General Laws, as so appearing, is hereby amended by adding the following subsection:-

(d) The department shall regularly review fees and fines assessed on electronic toll collection system account holders. Not less than once each month, the department shall contact accounts with more than \$500 in outstanding fees and fines assessed on unpaid tolls to update the account

holder on the account status and provide guidance as to what actions the account holder may take to remedy the account balance. Efforts to contact account holders shall include comparing address information on file with the national change of address registry, communicating with the account holder by email and communicating with the account holder by phone.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Charles D. Baker". The signature is fluid and cursive, with the first name "Charles" being the most prominent part.

Charles D. Baker
Governor