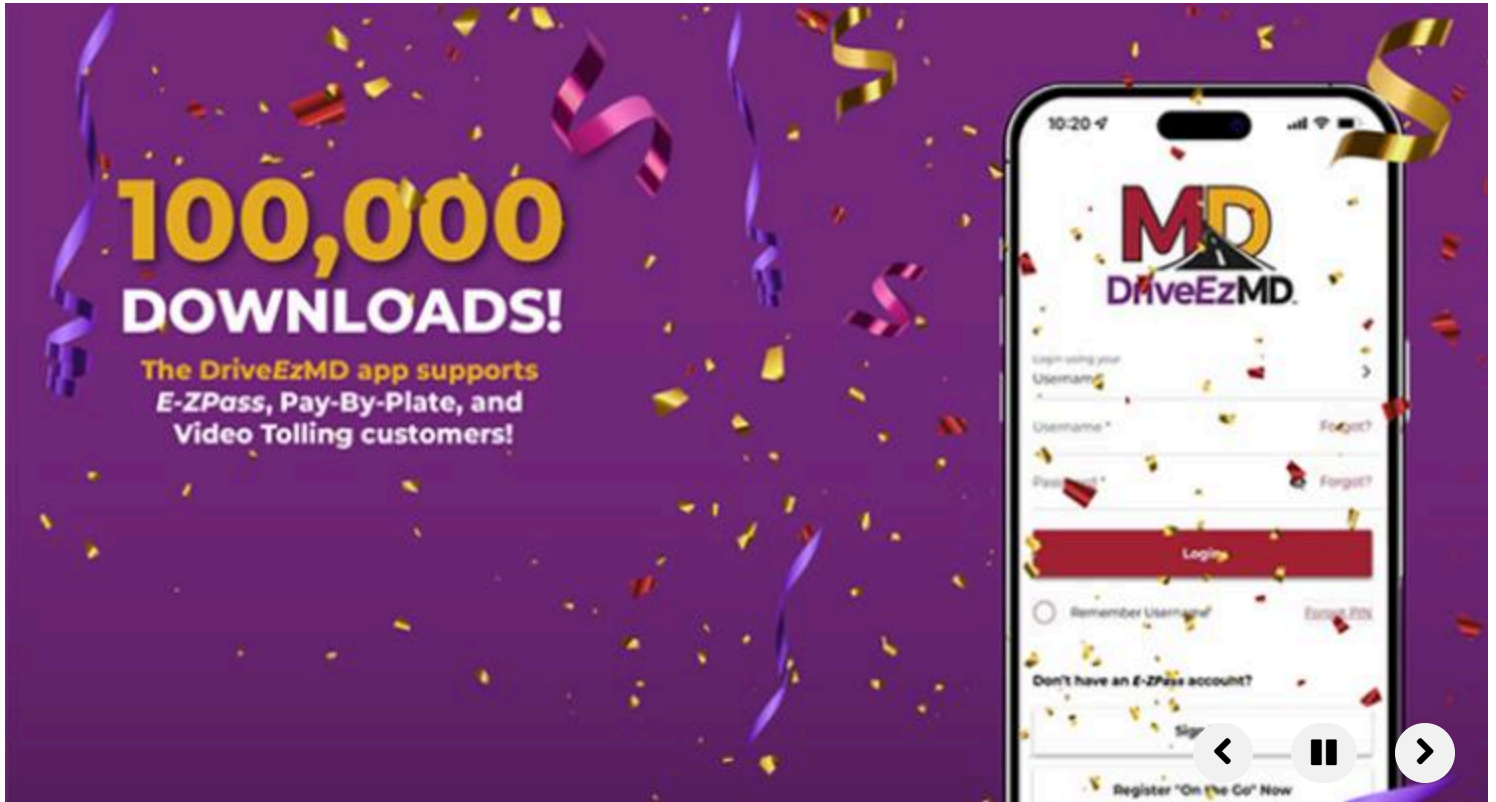




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UPDATE FOR MDTA TOLL FACILITY CUSTOMERS DURING COVID-19 STATE OF EMERGENCY

Submitted by Tamory Winfield on Fri, 03/27/2020 - 11:23

FOR IMMEDIATE RELEASE

March 27, 2020

UPDATE FOR MDTA TOLL FACILITY CUSTOMERS DURING COVID-19 STATE OF EMERGENCY

E-ZPass® Discount Plans & Notices of Toll Due Extended; All-Electronic Tolling

Continues Statewide; E-ZPass® Customer Service Centers Closed Until Further Notice

Baltimore, Md. – The Maryland Transportation Authority (MDTA) would like to update customers on several temporary measures that have been implemented to assist customers during Maryland's COVID-19 state of emergency. These measures were put in place on March 17, 2020.

E-ZPass® Centers and Plans

E-ZPass® Customer Service Centers statewide are closed until further notice. Expiration dates for E-ZPass® Discount Plans that customers use at the Bay Bridge, the Nice/Middleton Bridge and throughout the Baltimore region – including the Fort McHenry and Baltimore Harbor tunnels, Francis Scott Key and Hatem bridges, and John F. Kennedy Memorial Highway – have been extended from 45 to 90 days to give commuters time to use their plans' remaining trips. The Bay Bridge Shoppers Plan expiration is extended from 90 to 150 days.

Discount Plan holders who anticipate a long-term or permanent change to their commute due to COVID-19 may change or cancel their plan by visiting ezpassmd.com or calling 1-888-321-6824 (711 for MD Relay). The automated phone system is available 24/7. To speak with a customer-service representative, call the toll-free line between 7 a.m. and 6 p.m. Monday through Friday. We appreciate customers' patience, as service may take longer than usual during the state of emergency.

Customers can review the terms and conditions of plans [here](#).

Cash-Funded E-ZPass® Accounts

E-ZPass® customers who replenish their accounts with cash will have 30 days after Maryland's state of emergency is lifted to add funds to their accounts.

Video Tolling / Notice of Toll Due (NOTD) Extensions

During COVID-19, to assist our cash and video toll customers who have not yet transitioned to *E-ZPass*, the MDTA has paused mailing all Notices of Toll Due (NOTD) and has paused assessing civil penalties unpaid NOTDs until 30 days after Maryland's state of emergency is lifted. For previously mailed NOTD that have a due date of March 17, 2020, or later, the MDTA will extend due dates until 30 days after the state of emergency is lifted.

Customers who wish to pay a video toll during COVID-19, rather than wait for an NOTD to be mailed, can do so online at ezpassmd.com (click on Pay Video Toll and enter license plate or driver's license number when prompted). Video tolls generally post online within seven to 10 days of the transaction.

Motorists may open an *E-ZPass*® account 24/7 at ezpassmd.com and have their transponder mailed to them. Standard *E-ZPass*® transponders are free, there is no monthly fee for customers with Maryland addresses, and *E-ZPass*® Maryland customers save 25% or more at MDTA toll facilities.

Collections, MDOT MVA referrals on hold

Any referrals of unpaid tolling accounts to the Central Collections Unit and to the Maryland Department of Transportation Motor Vehicle Administration (MDOT MVA) for registration flagging are on hold until 30 days after the state of emergency is lifted.

All-Electronic Tolling Continues Statewide

All-electronic (cashless) tolling remains underway at the John F. Kennedy Memorial Highway (I-95), F&M McHenry Tunnel (I-95), Baltimore Harbor Tunnel (I-895), Bay Bridge (US 50/301) and Nice/Middleton Bridge (US 301) until further notice.

All drivers should KEEP MOVING through toll plazas without stopping. Cash payment lanes will operate as video tolling (cashless) lanes. Motorists who usually pay with cash will be mailed a Notice of Toll Due as a process that will resume 30 days after the state of emergency is lifted. For facilities normally accepting cash, the toll due notice will reflect the cash toll rate as a temporary measure applied during the state of emergency only.

E-ZPass® is being accepted in all open toll lanes. *E-ZPass*® customers using a rental vehicle can add the vehicle temporarily to their *E-ZPass*® account. Rental car drivers without an *E-ZPass*® should contact their rental car company prior to traveling a route that includes a toll facility.

The Intercounty Connector (ICC)/MD 200, I-95 Express Toll Lanes in Baltimore, Key Bridge (I-695) and Hatem Bridge (US 40) already operate all-electronic tolling.

I-95 Travel Plazas Remain Open

On I-95, the Chesapeake House (Cecil County at mile marker 97) and Maryland House (Harford County at mile marker 82) travel plazas are open 24/7 for food, fuel and restrooms.

Food is available for carry-out ONLY.

Get the Latest on Maryland Toll Roads

- Visit mdta.maryland.gov.
- Sign up for email/text alerts here: <https://bit.ly/2Dh9EZn>
- Follow the MDTA at twitter.com/TheMDTA and at facebook.com/TheMDTA.

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Keywords

[\(i-95\) fmt](#) (8)
[\(us 50-301\) bay bridge](#) (8)
[\(i-95\).jfk hwy](#) (7)
[\(us 40\) hatem bridge](#) (6)
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[toll modernization](#) (1)

Blog Calendar

2026

January 23, 2026

Friday

8(:35)  MARYLAND TRANSPORTATION AUTHORITY ANNOUNCES PUBLIC HEARINGS FOR CHESAPEAKE BAY CROSSING STUDY

February 2, 2026

Monday

16(:55)  MDTA Issues Request For Proposals on Bay Bridge Protection Project

February 18, 2026

Wednesday

9(:35)  CURTIS CREEK DRAWBRIDGE DECK REHABILITATION AND RESILIENCY PROJECT SET TO BEGIN SPRING 2026

April 28, 2026

Tuesday

14(:08)	●	Maryland Transportation Authority to 'Off-Ramp' Progressive Design-Build Contractor for Key Bridge Rebuild Project
April 30, 2026		Thursday
10(:10)	●	GOVERNOR WES MOORE APPOINTS FRANK S. WAESCHE III AS A NEW MEMBER OF MARYLAND TRANSPORTATION AUTHORITY BOARD
May 14, 2026		Thursday
8(:50)	●	MARYLAND TRANSPORTATION AUTHORITY ANNOUNCES KEY BRIDGE REBUILD VIRTUAL INDUSTRY FORUM
May 18, 2026		Monday
5(:31)	●	Maryland Toll Roads: Memorial Day Weekend Travel Tips and Info
May 19, 2026		Tuesday
15(:20)	●	MARYLAND TRANSPORTATION AUTHORITY ANNOUNCES FOUR SEPARATE PROCUREMENTS FOR KEY BRIDGE REBUILD CONSTRUCTION
June 18, 2026		Thursday
10(:37)	●	MARYLAND TRANSPORTATION AUTHORITY HOSTS IN-PERSON INDUSTRY FORUM FOR MAIN SPAN PROCUREMENT OF KEY BRIDGE REBUILD
July 1, 2026		Wednesday
6(:19)	●	MARYLAND TRANSPORTATION AUTHORITY RECOGNIZES AMERICA 250 WITH DONATED FLAG AT CHESAPEAKE BAY BRIDGE
July 7, 2026		Tuesday
8(:18)	●	NOTICE OF PUBLIC HEARING CONCERNING ISSUANCE OF BONDS
July 21, 2026		Tuesday
15(:03)	●	MARYLAND TRANSPORTATION AUTHORITY RELEASES REQUEST FOR QUALIFICATIONS FOR MAIN SPAN AND MARINE APPROACHES CONTRACT FOR THE KEY BRIDGE REBUILD
August 7, 2026		Friday
13(:59)	●	*Cancelled* Maryland Transportation Authority Public Hearing Airport Facility Revenue Bonds
August 25, 2026		Tuesday
11(:01)	●	MARYLAND TRANSPORTATION AUTHORITY OPENS BIDDING FOR DEMOLITION AND MARINE WORK AS PROGRESS CONTINUES ON KEY BRIDGE REBUILD
August 31, 2026		Monday

WAS THIS PAGE HELPFUL? *

☐

Yes

☐

No

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Public Calendar

Sep
26

Pigtown Main Street Festival

12:00 PM

Washington Boulevard, Baltimore, MD

Come out to the 24th Annual Pigtown Festival for a day of live music, local vendors, family fun, and, of course, pig races! Stop by the DriveEzMD booth to get help with your E-ZPass account, ask tolling questions, grab some free giveaways, and play games for a chance to win prizes.

Sep
27

Olney Farmers Market

10:00 AM

**2801 Olney Sandy Spring Rd
Olney, MD 20832**

Stop by the DriveEzMD Outreach Team at the Olney Farmers Market! Stop by our table to get your E-ZPass questions answered, pick up helpful information, and win giveaway items while you enjoy local vendors and fresh finds.

Sep
30

MDTA Board Meeting

9:00 AM

Livestream

This public meeting is livestreamed and archived on the [MDTA Board Meeting Homepage](#). The MDTA Board Meeting homepage also provides access to the meeting schedule, materials, agenda and minutes.



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***E-ZPass* and Video Tolling Customer Service - Toll Free: 1 (888) 321-6824**

Monday through Friday 7:00 a.m. – 8:00 p.m. and Saturdays from 8:00 a.m. – 2:00 p.m.

Management Offices:

2310 Broening Highway, Baltimore, MD 21224

Local: (410) 537-1000 - Out of Area: 1 (866) 713-1596

Monday through Friday 8:00 a.m. – 5:00 p.m.

***E-ZPASS*[®]**

Save time with an *E-ZPass*.

Follow link to report fraud and/or abuse of State resources.