

New York State Thruway Authority Office of the Toll Payer Advocate



The New York State Thruway converted to cashless tolling in November 2020. Since that time, more than 744 million transactions have been successfully recorded. The benefits of cashless tolling include non-stop travel that reduces congestion, improves traffic flow, includes convenient payment methods and is safer and better for the environment.

In late 2019, the New York State Thruway Authority (NYSTA) developed the **Office of the Toll Payer Advocate (TPA)** to enhance its commitment to providing **best-in-class customer service**. Customers can contact this office when they've exhausted other options with the New York Customer Service Center (CSC). The TPA seeks to ensure responsive and satisfactory resolution to issues or disputes that the CSC is not able to address. Additionally, through its work, the TPA continually strives to impart best practices in customer service to support the Thruway Authority's cashless tolling system.

Since its creation in 2019, the Thruway's Office of the Toll Payer Advocate has received approximately **5,000 cases**.

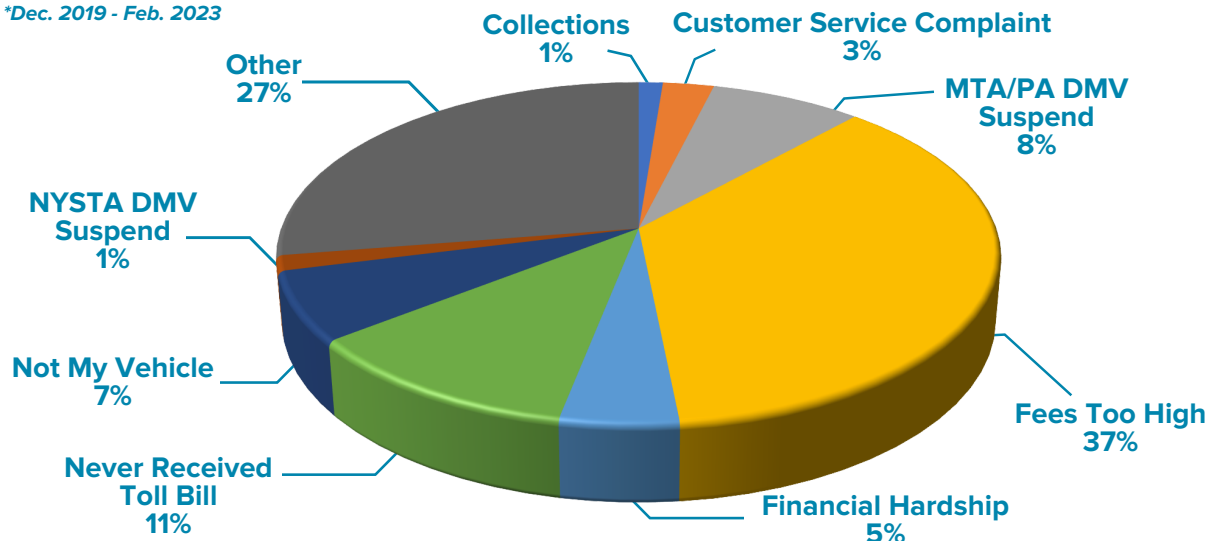
- 26 percent of cases were **duplicates** or ultimately **pertained only** to MTA or Port Authority matters and were referred to the proper Authority.

Of the remaining 3,650 cases handled by the TPA, **85 percent were resolved successfully**.

- Fifteen percent of cases remain unresolved because customers were **non-responsive** to the Office's follow up. This means that the customer never responded to the multiple contact attempts and options for resolution to their matter.
- Customers with DMV registration suspensions accounted for approximately **one percent** of the cases and were referred to the DMV Suspension team for assistance.

Customers seek assistance from the TPA for a variety of reasons. The Authority uses this information to assess its practices and employ enhancements to the cashless tolling experience for its customers.

*Dec. 2019 - Feb. 2023



Cashless Tolling Enhancements Improving the Customer Experience



The Thruway Authority is continuously implementing
CUSTOMER FOCUSED IMPROVEMENTS including:

- Cash payments now accepted at **MORE THAN 4,000** VanillaDirect Pay retailers across tri-state region
- **NEW** "Text Me" Feature allows customers to sign up to receive a text message when their tolls are available to pay **INSTEAD OF** waiting for the bill to be mailed
- **ENHANCING** toll bills to make it **EASIER** for customers locate and pay their tolls online
- Developing **NEW** website focused on **IMPROVING CUSTOMER EXPERIENCE**

By the Numbers

2,458 - Emails from Thruway website

577 - Escalated cases

641 - Agency Escalated Disputes

265 - Subpoenas

22 - FOIL Requests

1614 - Bankruptcies

*2022

Internal Thruway E-ZPass Operations staff handle a number of cases from general customer inquiries and customer payments to collection company disputes, bankruptcies, subpoenas and FOIL requests.

Thruway staff continually strive to educate the customer on how Cashless Tolling works.

How to Contact Us



E-ZPass 800-333-8655
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