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THRUWAY AUTHORITY TO IMPLEMENT EMERGENCY TOLL PROCEDURES DUE TO NOVEL CORONAVIRUS (COVID-19)

Emergency Toll Procedures Implemented to Protect Toll Collectors and Motorists

Cash Customers Will Receive a Bill in the Mail Instead of Paying Cash Until Further Notice

The Thruway Authority today announced emergency toll procedures will be in place effective Sunday, March 22 at approximately 8 p.m., at cash toll lanes on the Thruway's ticketed-system. This plan will convert the collection of cash tolls to toll billing by the license plate during the Novel Coronavirus (COVID-19) response in New York State. The procedures will be in place until further notice.

"We are implementing these emergency toll procedures for the health and safety of our employees and motorists," **Thruway Authority Executive Director Matthew J. Driscoll said.** "We need the next 48 hours to take necessary operational steps to implement the procedures effectively and seamlessly. In the meantime, we continue to enhance safety measures to protect toll collectors and motorists. We thank the toll collection staff and all of our workforce for their dedication during this public health crisis."

Effective Sunday, March 22 at approximately 8 p.m., when non-E-ZPass customers enter the Thruway in a cash lane, they will continue through the lane without collecting a ticket. When the customer exits the Thruway, they will inform the toll collector which exit they entered the Thruway and provide the toll collector their license plate information, without paying cash to the toll collector. Customers without an E-ZPass should not enter an E-ZPass lane, as they will receive an E-ZPass violation.

Motorists will then be sent a bill in the mail in approximately 30 days. Toll bills will be sent to the registered owner of the vehicle at the address on file with the Department of Motor Vehicles. Once they receive a bill in the mail, customers can pay with a credit card through the [Thruway Authority's website](#).

E-ZPass customers should travel through E-ZPass lanes and be billed as they normally would. E-ZPass customers who travel through a cash lane will be given a green light to pass through by the toll collector.

Motorists who wish to save time and bypass the emergency toll procedures can sign up for E-ZPass [online](#).

The emergency toll procedure information will be displayed on Variable Message Signs (VMS) prior to the toll plaza and posted on a sign at the toll booth.

More information about [Novel Coronavirus \(COVID-19\)](#) and New York State's response can be found [here](#).

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The Thruway is scheduled to convert to an entirely cashless tolling system by the end of 2020. For more information and project updates, go to thruway.ny.gov/cashless.

Download the new NYS Thruway Authority mobile app which includes: real-time, Thruway-specific traffic and navigation assistance, Thruway Service Area locator, toll calculator, roadside assistance and more. Download the free app to your [iPhone](#) and [Android](#) devices TODAY!

Motorists can sign up for TRANSAlert emails regarding Thruway traffic conditions at <http://wwwapps.thruway.ny.gov/tas/>.

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subject to the State Administrative Procedure Act (SAPA), the Public Authorities Law, and the State Environmental Quality Review Act. Public hearings for SAPA will be conducted in 2020.