MTA, Port Authority, NYS Thruway Authority Announce Major

**Upgrades to E-ZPass Website and Tolls NY Mobile App Effective April 15, 2025**

New Website Consolidates E-ZPass and Tolls by Mail, Includes More Self-Service Functions and Easier Interface Go-Live Date is Tuesday, Apr. 15; The Metropolitan Transportation Authority (MTA) Bridges and Tunnels, the Port Authority of New York and New Jersey, and the New York State Thruway Authority today announced major improvements will be coming to the E-ZPass and Tolls by Mail websites and the Tolls NY mobile application.

The upgrade will be the most comprehensive redesign of the website and mobile app and once complete, customers will have greater control of their E-ZPass and/or Toll by Mail accounts, a new integrated customer service phone number for all toll-related needs, and additional payment and customer service options.

Once the upgrade is complete, 1-800-333-8655 will be the integrated, all-in-one customer service line for all E-ZPass and Tolls by Mail customers.

“We are very excited to complete this important transition,” said MTA Bridges and Tunnels President Catherine Sheridan. “We understand the temporary inconvenience the offline period may cause but the improvements will be well worth it, and we appreciate our customers’ patience as we work with our tolling partners to a create a more user-friendly platform that simplifies the payment process, account management, and improves the overall customer experience.”

“We appreciate drivers’ patience as we launch a new, user-friendly platform for E-ZPass customers with our partners across the region,” said Port Authority of New York and New Jersey Deputy Director of the Tunnels,

Bridges and Terminals Department Robin Bramwell-Stewart. “This update will make a world of difference for the region’s travelers, streamlining the process to pay tolls, enroll in discount programs, utilize new payment channels or dispute a charge, while enabling customers to get help from a chatbot or engage directly with live agents if any issues arise.”

“Our cashless tolling back-office vendor is preparing to upgrade and launch a more modern platform designed to enhance customer convenience,” said Thruway Authority Executive Director Frank G. Hoare. “When completed, customers will be able to complete most transactions or updates effortlessly on their computers or mobile devices and be able to get the assistance they need more quickly or without having to wait on hold for extended periods of time. I want to thank our customers for their patience during the temporary blackout period as we enhanced their overall experience.

A new consolidated E-ZPass and Tolls by Mail website will be hosted at e-zpassny.com. Customers will have the ability to view toll bills, transactions, and images. Enhanced features will include:

* Live chat. Customers will have the option to message live agents during business hours for immediate assistance and guidance.
* Expanded payment options. Apple Pay and Google Pay will be accepted on both the app and website.
* A streamlined customer service center. Once the upgrade is complete, a single phone number will be activated for all toll-related customer needs: 1-800-333-8655.
* Redesigned Interactive Voice Response (IVR). IVR is an automated telephone system technology that enables callers to receive or provide information, or make requests using voice or menu inputs, without speaking to a live agent. An improved automated phone system with user-friendly self-service options will include new features like hands-free prompts and a new payment prompt as the first option, which is the most common task.
* Increased self-service functionality. Tolls by Mail customers will have the ability to update their address without having to speak with a customer representative and add their email and mobile phone number to their Toll Bill account to sign up for email/text messages and mobile alerts.
* New toll bill format. Toll bills will now include the addition of account numbers which can be used to easily search for toll bills, instead of a Toll Bill Number.

Customer-focused Accommodations to Minimize Impact During the upgrade period, tolls will continue to be captured as usual and E-ZPass tags will remain operative. To better assist customers during this period, the agencies will:

* Temporarily delay late fee charges and escalations to collections until after the Go-Live date (April 15).
* Temporarily extend Tolls by Mail payment due dates following the Go-Live date.
* Process transactions accumulated during the upgrade period on a temporarily staggered basis following the Go-Live date, to avoid multiple replenishments in a day.

To learn more about the system upgrade and services, visit e-zpassny.com/new.