



NEW YORK STATE SENATOR

Sean M. Ryan

Senator Sean Ryan Demands Answers From The Thruway Authority About Grand Island E-ZPass Errors

SEAN M. RYAN July 6, 2022

| ISSUE: NYS SENATOR SEAN RYAN, NYS SENATE DISTRICT 60, GRAND ISLAND BRIDGE TOLLS



SENATOR SEAN RYAN DEMANDS ANSWERS FROM THE THRUWAY AUTHORITY ABOUT GRAND ISLAND E-ZPASS ERRORS

Grand Island Residents Overcharged Due to System Error – Ryan Wants Full Accounting of the Problem and Answers on How the Thruway Authority Plans to Fix It Going Forward

BUFFALO – Today, July 6, 2022, New York State Senator Sean Ryan today demanded answers from the New York State Thruway Authority regarding a problem many Grand Island residents have been facing with the Thruway Authority and the E-ZPass billing system.

While the regular E-ZPass rate to cross the Grand Island bridges is 95 cents, Grand Island residents receive a discounted rate of nine cents. In recent months, however, an error in the E-ZPass system caused many Grand Island residents to be charged \$1.24 when they drove over the bridges. Some residents have received refunds, but others have faced long delays or have not received any resolution from the Thruway Authority.

In a letter to Thruway Authority Executive Director Matthew J. Driscoll, Senator Ryan asked for a full accounting of the total number of drivers who have been impacted by this error. Additionally, Ryan asked the Thruway Authority to provide assurances that this issue is fully resolved, and asked what the Authority is doing to prevent incidents like this from happening in the future.

Senator Sean Ryan said, “This has been an incredibly frustrating problem for Grand Island residents, and we need answers. I have had constituents reach out who have had the problem resolved, and others who waited months for the Thruway Authority to take action. We need to know the extent of the problem and what is being done to prevent it from happening again.”

A copy of Senator Ryan's letter appears below.

July 6, 2022

Hon. Matthew J. Driscoll
Executive Director
New York State Thruway Authority
200 Southern Blvd.
P.O. Box 189
Albany, NY 12201

Dear Executive Director Driscoll:

I write today regarding a problem many of my constituents on Grand Island have been facing with the New York State Thruway Authority and the E-ZPass billing system. In recent months, an error in the E-ZPass system has caused many Grand Island residents to be charged \$1.24 instead of the correct rate of nine cents when they drove over the Grand Island bridges. Grand Island residents receive a discounted rate of nine cents, versus the regular E-ZPass rate of 95 cents. I have heard from some residents that they have

received refunds and from others who faced a long delay or who have not received any resolution from the Thruway Authority.

I am requesting the following from the Thruway Authority: First, a full accounting of the total number of drivers who have been impacted by this error. Second, given that some residents were overcharged as recently as last month, can the Authority provide assurances that this issue is fully resolved? Finally, what is the Authority doing to prevent incidents like this from happening in the future?

Grand Island residents should not have to worry about being overcharged every time they cross the bridge, nor should they be forced to carefully monitor their E-ZPass statements for errors. This issue has caused a significant amount of frustration, and I hope the Authority will be forthcoming with answers. Thank you for your attention, and I look forward to hearing from you regarding this important matter.

Sincerely,

Sean M. Ryan
New York State Senator, District 60

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