



KATHY HOCHUL
Governor

ROBERT L. MEGNA
Chair

FRANK G. HOARE, ESQ.
Executive Director

March 10, 2026

Honorable Kathy Hochul
Governor
NYS Executive Chamber
State Capitol, 2nd Floor
Albany, New York 12224

Honorable Thomas P. DiNapoli
Comptroller
Office of the New York State Comptroller
Division of State Government Accountability
110 State Street, 11th Floor
Albany, New York 12236

Dear Governor Hochul and Comptroller DiNapoli:

The New York State Thruway Authority (“Authority”) has reviewed the New York State Comptroller’s September 2025 audit report, “Selected Aspects of Toll Collections” (2023-S-25).

During the audit period, from January 2019 to October 2023, the Authority completed a conversion to cashless tolling in November 2020. Cashless tolling reduces congestion, improves traffic flow and allows for non-stop travel on the Thruway system. Since November 2020, the Authority has successfully processed more than 2 billion toll transactions and routinely performs quality assurance reviews to ensure the integrity of the tolling system. We were pleased to see that the Comptroller’s audit results generally found the Authority’s tolling to be accurate.

With 90 percent of Authority revenue coming from tolls, the Authority has increased its efforts on the collection and enforcement of unpaid tolls while continuing to place a heavy emphasis on effective customer service. The Authority is committed to collecting every toll dollar owed and employs all available enforcement mechanisms to pursue scofflaws. Partnerships with State Police Troop T and the Department of Motor Vehicles along with other state agencies have been critical in this endeavor.

The Authority remains committed to pursuing opportunities for innovation and improvement. For the vast majority of the audit findings, Authority staff have already commenced actions to address elements of this audit and will continue their work on initiatives and policy implementations that will ultimately improve the cashless tolling customer service experience and maximize the collection of toll revenue due to the Authority.

The Authority’s response to each recommendation follows:

Recommendation:

- 1. Follow NYCRR and allow only 2-axle vehicles to be eligible for the Grand Island Resident and Grand Island Commuter plan discounts.**

The Authority has interpreted the rates of the Grand Island Resident Plan and Commuter Plan as applying to qualifying residents of Grand Island in passenger vehicles who are towing a single axle trailer, which is primarily infrequent and incidental use associated with the passenger vehicle.

Recommendation:

2. Review transactions at interchange 25A to ensure that toll charges were in accordance with the agreement with DOT.

The Authority regularly reviews transactions at interchange 25A and has determined that those transactions are accurately charged, with a limited number of exceptions.

The NYS DOT agreement requiring toll-free passage for Interstate 88 traffic from Interchange 25A to and from Interchange 24 to Interchange 26 has caused toll processing delays and some intermittent inaccuracies that the Authority acknowledges need to be improved. In May 2024, the Authority commenced a project to install additional toll gantries at Interchanges 25 and 25A. The project is scheduled for completion by the second quarter of 2026. Once operational, the new gantries will significantly improve tolling accuracy at Interchange 25A. In the interim, the Authority has instituted additional quality assurance reviews specific to Interchange 25A.

Recommendation:

3. Periodically review transactions to ensure tolls were correctly charged, identify the cause of incorrect charges, take appropriate action to prevent it from recurring, and document those where no action is deemed necessary.

Tolls are accurately charged, with a limited number of exceptions. The Authority routinely conducts reviews of toll transactions to ensure the integrity of the tolling system.

Recommendation:

4. Ensure that unbillable transactions are recorded at the TBM rate to more accurately represent the loss in revenue.

Starting January 1, 2024, the Authority began calculating unbillable transactions using Tolls by Mail (TBM) rates.

Recommendation:

5. Review on a regular recurring basis the eligibility of non-revenue and resident discount recipients.

The Authority has updated non-revenue plan procedures and is conducting periodic eligibility reviews.

For the Authority Resident Discount Programs, the Authority has already completed a recertification of the Grand Island Resident Plan and is currently conducting a recertification of the Mario Cuomo Resident Plan and it is expected to be completed in the first half of 2026.

In addition, as part of the NY CSC back-office conversion, automated functionality was added to prevent customers from continuing to receive a residency discount if they are not eligible. This automated resident recertification process will be utilized in the new system in the future.

Recommendation:

6. Maintain documents to support the initial and continued eligibility for non-revenue and resident discount tags for the entire time the tags are active as well as records for deactivated tags for a specified time period.

The Authority maintains documentation to support eligibility for non-revenue and resident discounts. The Authority is implementing a process to ensure that all records are maintained and available. Currently, documents are stored electronically.

Recommendation:

7. Follow NYSTA policies for violation fee reductions and waivers. If exceptions are warranted, document the reasons why.

The Authority follows its official delegation policy and documents if an exception is made. The Authority will review the policy with all pertinent staff to ensure adherence.

Recommendation:

8. Establish more effective procedures to handle mail correspondence.

The Authority has commenced a review of mail handling procedures with its contractor and partner NY tolling agencies.

Recommendation:

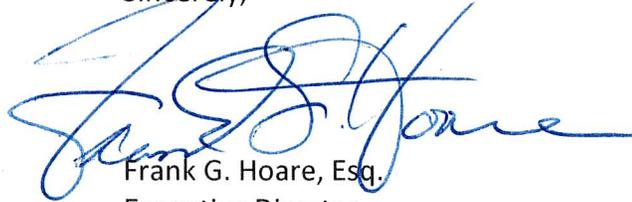
9. Establish a system to internally flag undeliverable mail to owners of New York and Massachusetts registered vehicles and notify DMV of returned correspondence.

The Authority has engaged NYS DMV management to assess the feasibility and viability of the recommendation.

The Authority has been, and continues to be, committed to transparency and full cooperation with the Comptroller's audit team. To this end, Authority personnel participated in all meetings requested by the Comptroller's team and also made repeated offers to have weekly meetings, either in person or via video conference, to improve audit communications and provide additional opportunities for clarity, discussions, and requests.

The Authority remains steadfast in its commitment to fairly and accurately collect all toll revenues owed by its customers. We appreciate the Comptroller's audit team's work on this audit and extend our thanks again for the opportunity to respond to both the draft and final reports.

Sincerely,

A handwritten signature in blue ink, appearing to read "Frank G. Hoare", written in a cursive style.

Frank G. Hoare, Esq.
Executive Director

CC: Senator Andrea Stewart-Cousins, President Pro Tempore and Majority Leader
Senator Liz Krueger, Chair of the Senate Finance Committee
Senator Robert G. Ortt, Minority Leader
Senator Thomas O'Mara, Ranking Member of the Finance Committee
Assemblymember Carl E. Heastie, Speaker
Assemblymember J. Gary Pretlow, Chair, Ways and Means Committee
Assemblymember Edward P. Ra, Minority Leader
Assemblymember Philip A. Palmesano, Ranking Member, Ways and Means
Ms. Carmen L. Maldonado, Audit Director, Office of the State Comptroller