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Press Release

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[Bridges & Tunnels](#)

IMMEDIATE

MTA Bridges And Tunnels Launches New Features In Spanish At E-ZPass New York Customer Service Center



In an effort to continue improving services for customers, MTA Bridges and Tunnels is launching new features in Spanish on the E-Z Pass New York Customer Service Center website that will make it easier than ever for motorists to enjoy the benefits of E-ZPass.

The website for the E-ZPass New York Customer Service Center at www.ezpassny.com now includes comprehensive information about E-ZPass in Spanish and a Spanish version of the E-ZPass application, which can either be filed online or mailed to the address given on the site.

In addition, the Customer Service Center's toll-free number, 1-800-333-TOLL, also features a new Spanish voice response system choice so Spanish-speaking customers can obtain information about E-ZPass or check their accounts. Spanish-speaking customer service representatives, available through the current system, will continue to be available for calls.

"We are pleased to offer these tools to our Spanish-speaking customers and hope it will make it easier for them to take advantage of the benefits of using E-ZPass," said Bridges and Tunnels President Jim Ferrara.

Customers who use E-ZPass save time by not sitting in long cash lines, help reduce emissions, and keep traffic at the bridges and tunnels moving. Those with accounts registered through the New York Customer Service Center also save \$1.70 per trip at major MTA crossings, including the Robert F. Kennedy Bridge, Bronx-Whitestone Bridge and the Queens Midtown Tunnel.

Nearly 80 percent, or an average 682,000 motorists daily, use E-ZPass to pay tolls at MTA's seven bridges and two tunnels.