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Press Release

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[Bridges & Tunnels](#)

IMMEDIATE

MTA Announces New 'Tolls NY' Mobile App to Help Customers Easily Manage Toll Bill Payments and E-ZPass Accounts

App Available for Download -- Helps Customers Pay Toll Bills Quickly, View History and Update E-ZPass Account in Easy-to-Use Manner

MTA Developed App in Partnership with NYS Thruway Authority and Port Authority of New York & New Jersey

Preview the 'Tolls NY' App [Here](#)

The Metropolitan Transportation Authority (MTA) today announced 'Tolls NY', a new, free mobile application ready for download, is available to help customers easily manage toll bill payments and E-ZPass accounts from their phone. The smartphone app is designed to assist customers with handling routine transactions in a quick and efficient way without needing to call the Customer Service Center.

The new application allows customers to do the following:

- Manage E-ZPass accounts, including checking their account balance, adding funds or setting up automatic payments
- Update E-ZPass account profile, including vehicle information
- Pay Tolls by Mail bills quickly and easily before receiving an invoice
- View toll and payment history

"The 'Tolls NY' mobile app has come at exactly the right time and will be a welcomed benefit to our existing and new customers," said **Daniel F. DeCrescenzo Jr., President of MTA Bridges and Tunnels**. "Using this application on your smartphone makes locating your toll information – be it Tolls by Mail or E-ZPass accounts – quick and easy, like one-stop shopping."

In addition to account information, customers downloading the new app will find frequently asked questions, "how to" videos, and contact information for customer service centers, and will have the ability to leave feedback for the app's developers.

Additionally, Tolls by Mail customers can use the 'Tolls NY' app to proactively pay their tolls without waiting for a bill, and rental car users and day-trippers can plan and pay for tolls in advance of their travel.

The 'Tolls NY' app was designed by MTA Bridges and Tunnels, the New York State Thruway Authority and the Port Authority of New York and New Jersey, in collaboration with our E-ZPass service center contractor, Conduent.

Since its soft launch in mid-June 2020, the 'Tolls NY' app has been downloaded more than 300,000 times with a 4.8 rating in the Apple App store. MTA Bridges and Tunnels conducted extensive focus groups, design workshops and surveys to identify and incorporate the needs and preferences of customers.

Customers with an iPhone can download the free app through the [Apple App store](#) and Android users can download it through the [Google Play store](#).