June 1, 2012

Dear Emergency Service Providers:

Effective June 1, 2012, Public Authority Law Section 378-a, requires the New York State Thruway Authority to issue refunds for tolls incurred on the Thruway System by ambulance or fire vehicles engaged in emergency operations.

The Authority has developed the “Request for Emergency Services Toll Reimbursement” form, necessary for processing such reimbursements. For your convenience, the form which includes detailed instructions is available on the Authority’s website at www.thruway.ny.gov/commercial/forms.

Please complete and submit the form, if your organization is requesting reimbursement for tolls incurred during emergency operations for any of the following:

- E-ZPass toll
- Toll Violation Notice from the Thruway Authority
- Cash toll

To assist with more efficient incident response times and enhance safety, the Authority instructs ambulance and fire vehicles, engaged in emergency operations, to use “E-ZPass Only” toll lanes, when available. In instances when an “E-ZPass Only” lane is not available, the vehicle should proceed through a staffed lane and pick up a toll ticket or pay the toll collector the required toll and ask for a cash receipt.

For any questions related to the procedure for requesting and obtaining a toll refund associated with qualifying emergency operations, please contact the Authority’s Office of E-ZPass Operations via telephone at (518) 471-5848 or email EZPassNY@thruway.ny.gov.

Sincerely,

H. McCarthy Gipson