



Howard P. Milstein
Chairman

New York State Thruway Authority
New York State Canal Corporation

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Thomas J. Madison, Jr.
Executive Director

September 11, 2012

Carmen Maldonado, Audit Director
Office of the State Comptroller
Division of State Government Accountability
123 Williams Street, 21st Floor
New York, New York 10038

Dear Ms. Maldonado,

On behalf of Chairman Milstein, I am submitting the NYS Thruway Authority's (Authority) response to your follow up report, 2012-F-2, to *Uncollected E-ZPass Tolls and Fees*, Report 2006-S-101.

Since the Authority receives no State funding and very little federal assistance, toll collections account for over 95 percent of our annual revenue. As such, we are always seeking new ways to ensure that our customers pay their proper toll. Our persistent efforts have paid off – we are now collecting over 99.6 percent of the tolls that are owed.

As stated in your report, the Authority has an active collection process and is implementing new strategies to enhance our collection returns. These include:

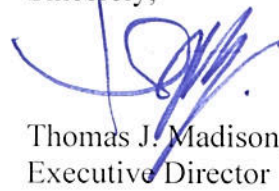
- **Legislative** – We continue to promote legislation that would allow the enforcement of unpaid tolls through the court system and by holding motor vehicle registrations.
- **Violation Enforcement System (VES)** – We are issuing a Request for Proposals for new toll enforcement cameras and license plate recognition software.
- **Violation Notice Changes** – We are reducing the administrative fee assessed to toll violations from \$25 to \$5, if the outstanding toll is paid on the first notice.

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In addition, as noted in your report, the Authority looks forward to working closely with the State Comptroller's Vendor Responsibility Unit to report companies that have outstanding violations.

I would like to thank you and your staff for the assistance you provided that will help us identify areas to improve collection of our violation tolls and fees.

Sincerely,

A handwritten signature in blue ink, appearing to read 'T. Madison, Jr.', with a stylized flourish at the end.

Thomas J. Madison, Jr.
Executive Director

cc: T. Lukacs, Division of the Budget
H. Lennon, Acting Director, Audit and Management Services