



**OFFICE OF THE TOWN SUPERVISOR
NATHAN D. McMURRAY**

Dear Residents,

Some questions recently arose following the release of a number given for Grand Island residents to call with tolling issues and whether or not that number is correct.

While the number is available to others, it is correct. We have spoken with the NYS Thruway several times and reconfirmed today the use of this number to resolve your concerns.

The staff is well trained and routinely assists callers by connecting them with in-house customer service representatives. The office is open from 9 a.m. to 5 p.m. Monday through Friday. The phone number is answered during non-business hours by staff in a 24/7 operations center who advise customers with E-Z Pass questions to call back during business hours. They are happy to continue assisting customers so you can continue to call this number.

Thank you for your patience while we work to resolve billing and other issues. We will continue to monitor the situation and provide feedback to the Thruway Authority to improve the cashless tolling system.

Supervisor Nathan D. McMurray