

**THE PORT AUTHORITY OF NY & NJ**

Diannae C. Ehler  
*Director*  
*Tunnels, Bridges & Terminals*

January 10, 2019

The Honorable Keith Kaplan  
Member of Council, Township of Teaneck  
818 Teaneck Road  
Teaneck, NJ 07666

Dear Councilman Kaplan:

Your December 5, 2018 tweet regarding the closed cash lane on the George Washington Bridge (GWB) was forwarded to me for review and response. As Director of the Tunnels, Bridges and Terminals Department at the Port Authority, I am responsible for the operations and maintenance of the tunnels and bridges that connect New York City and New Jersey including the GWB.

I understand your frustration and apologize for any inconvenience you experienced while waiting to cross the bridge. Toll collectors at the GWB are contractually entitled to take breaks during their work shift. The process of implementing breaks necessitates a few minutes of downtime to safely bring in a relief collector and restore access to the lane.

I hope this information is helpful to you and thank you for your patience as we work to ensure safe and reliable operations for our customers at the GWB.

Sincerely,



Diannae C. Ehler

cc: The Honorable Gordon M. Johnson, NJ 37<sup>th</sup> Legislative District

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