



## **Rhode Island Turnpike and Bridge Authority**

One East Shore Road | P.O. Box 437 | Jamestown, Rhode Island 02835-0437

**FOR IMMEDIATE RELEASE**

**May 22, 2020**

### **RITBA'S COVID-19 RESPONSE UPDATE**

**JAMESTOWN, R.I.** – [The Rhode Island Turnpike and Bridge Authority \(RITBA\)](#) is furthering its efforts to respond to COVID-19. At the outset of the pandemic, RITBA implemented numerous protocols and procedures to maintain operations as safely and efficiently as possible and reduce in-person interactions among its employees and customers. To date, this has included closing the RITBA E-ZPass customer service walk-in center to the general public, adjusting the call center hours and days of operation, and suspending cash collections at the Newport Pell Bridge toll plaza for designated time periods (from 11 p.m. to 7 a.m.).

Continuing these efforts to mitigate the effects of COVID-19, RITBA is pleased to announce the addition of two open road tolling lanes (ORT) at the Newport Pell Bridge toll plaza. These lanes are the existing outer right lanes of travel with one in each direction; the outer right toll booth lane headed eastbound toward Newport and the outer right toll booth lane headed westbound toward Jamestown. The additional ORT lanes will now allow for local access again at all times via the Conanicus Avenue exit for emergency personnel, Jamestown residents and visitors, and RIPTA buses.

These new ORT lanes will operate identically to the existing open road tolling (ORT) technology. This ORT technology reads E-ZPass transponders for tolling. If a vehicle does not have a transponder, a photograph of the vehicle's license plate will be taken, and a bill will be mailed to the address of the registered owner of the vehicle or E-ZPass account holder

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From 11 p.m. to 7 a.m., all tolls on the bridge are collected through the ORT lanes. The tolls can be paid via mail, at the dropbox located at the Jamestown office, online at [www.ezpassritba.com](http://www.ezpassritba.com), or over the phone by calling the E-ZPass call center Monday through Friday from 9 a.m. to 5 p.m. at 1-877-743-9727.

At this time, the walk-in center remains closed. RITBA has begun efforts to retrofit the walk-in center to comply with reopening procedures in accordance with the guidelines outlined by Governor Raimondo and the Rhode Island Department of Health. Information on the reopening of the walk-in center will be provided when available.

RITBA is encouraging customers to sign up for E-ZPass through the website or by visiting a local reopened AAA location.

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