



Rhode Island Turnpike and Bridge Authority

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

FOR IMMEDIATE RELEASE

December 31, 2021

Walk-in center closed to in-person transactions for week of January 3rd *Customers encouraged to complete transactions online and via phone*

The Rhode Island Turnpike and Bridge Authority today announced that the customer service walk-in center will be closed to in-person transactions for the week of January 3rd due to COVID-related staffing issues. The walk-in center was scheduled to be closed on the 3rd for observance of the New Year's holiday and will remain closed to in-person services for the remainder of the week. With the walk-in center hours paused, all available customer service resources will be ready and available to answer phone calls from 9am to 5pm Tuesday through Friday, 1-877-743-9727, and nearly all transactions can be completed online at www.ezpassritba.com.

“While COVID has prompted us to suspend in-person services, members of the public can complete the majority of their transactions online or over the phone, and RITBA will have all available resources allocated to serving customers and attending to customer accounts,” said Lori Caron Silveira, Executive Director of the Rhode Island Turnpike and Bridge Authority. “We apologize for any inconvenience and look forward to reopening the walk-in center on January 10th.”

These transactions can be handled over the phone or online:

- Payments
- Updating and adding credit card information
- Updating account and vehicle information
- New Accounts for individuals (passenger vehicles)*
- Additional transponders for individual accounts
- Replace a lost transponder for commercial accounts
- Deactivating a transponder
- Review toll transactions
- Pay toll violations/invoices

The RITBA dropbox (located at 1 East Shore Road, Jamestown) accepts the following:

- Payments
- Returned transponders
- Applications
- Assorted forms

*New commercial accounts can be opened by email, fax, or U.S. mail (ezpass@ritba.org, 401-423-7036, P.O. Box 437, Jamestown, RI 02835)

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