



Rhode Island Turnpike and Bridge Authority

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

FOR IMMEDIATE RELEASE

October 15, 2024

RITBA schedules systems transition: customer service functions unavailable 10/25-10/28

"We encourage customers to call, log in, or visit before the 25th if they have outstanding business with us."

The Rhode Island Turnpike and Bridge Authority announced the temporary shutdown of its customer service functions from Friday, October 25, 2024 through Monday, October 28, 2024 to facilitate the transition to a new back office system.

"We understand that this transition will cause an inconvenience for our customers, and we sincerely appreciate their patience," said Lori Caron Silveira, Executive Director of the Rhode Island Turnpike and Bridge Authority. "This system migration is essential for improving our services and ultimately enhancing the customer experience we strive to deliver. We encourage customers to call, log in, or visit before the 25th if they have outstanding business with us."

During this period, the walk-in center and call center will be closed. Customers will not have access to the website, toll applications, phone system, or email communications. AAA services will also be unavailable along with access to lift/clear DMV holds for MA and RI. Additionally, home and away agency transactions will not be able to be posted, and payments will not be able to be processed.

During the transition, staff at the Rhode Island Turnpike and Bridge Authority will be trained on the new system to ensure a smooth reopening and swift return to normal operations. Customer patience and understanding are greatly appreciated at this time.

###

For the latest updates please follow us on X at @RIEZPASS (<https://twitter.com/riezpass>). You can also find us on Facebook (www.facebook.com) by searching for the "Rhode Island Turnpike and Bridge Authority."