



Rhode Island Turnpike and Bridge Authority

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FOR IMMEDIATE RELEASE

October 24, 2024

REMINDER: RITBA customer service functions unavailable 10/25-10/28

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 or log in by the end of the day today if they have any 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. Additionally, home and away agency transactions will not be able to be posted, and payments will not be able to be processed. Home and away tolls during this period will also be delayed until the transition is complete.

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.

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