



Rhode Island Turnpike and Bridge Authority

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

FOR IMMEDIATE RELEASE

March 16, 2020

E-ZPASS OFFICE WILL CLOSE TO THE PUBLIC PHONE AND ONLINE OPERATIONS WILL CONTINUE

JAMESTOWN, R.I. – The Rhode Island Turnpike and Bridge Authority maintains a walk-in E-ZPass customer service center at its office in Jamestown. This office will be closed to the public starting Tuesday morning March 17th until further notice. This action has been taken to limit personal interactions in keeping with the state's efforts to control the spread of COVID 19.

E-ZPass business can still be performed on the phone or online at www.ezpassritba.com. Alternatively, checks for E-ZPass payments can be mailed and cash can be inserted in an envelope with contact information into the secure lock box located at RITBA's Jamestown office. Personnel who are assigned to E-ZPass will continue to service customers over the phone, process E-ZPass payments and perform their other duties.

RITBA is in the process of implementing a transponder replacement program. This program has been suspended until the E-ZPass office reopens.

RITBA is also formulating a response plan to ensure the continued safety of our toll collectors while we plan on and evaluate the transition to all electronic tolling.



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RITBA takes the health and safety of its employees and customers very seriously. On March 4th, RITBA implemented enhanced, rigorous cleaning and protection measures in the RITBA offices and toll plaza.

“RITBA apologizes for any inconvenience this may cause, but it is imperative we all take the actions necessary to help limit the spread of this virus”, stated Lori Silveira, Executive Director of RITBA.

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