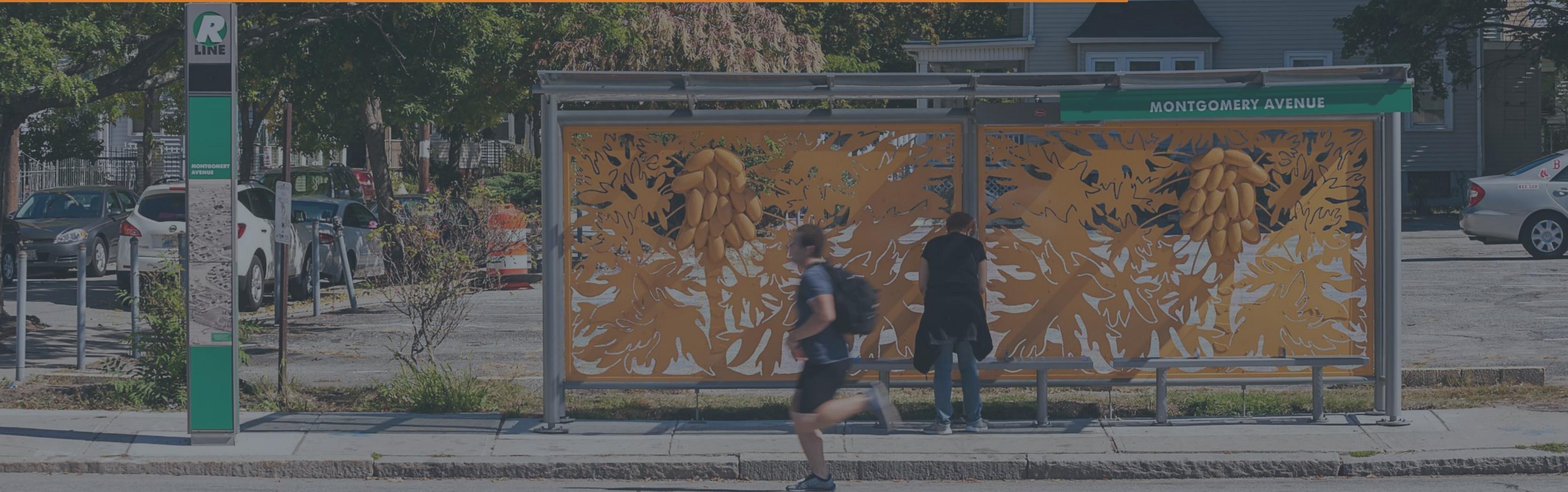


RHODE ISLAND PUBLIC TRANSIT AUTHORITY

# MAY 2023

## MONTHLY FINANCIAL AND OPERATIONAL REPORT BOARD OF DIRECTORS MEETING





## **RHODE TO RIPTA**

**ABBG Customer Satisfaction Survey**

**RI Leagues of Cities and Towns**

**Community Transportation**

**First Student Bus Strike**

**A Safer Downtown Providence**

**R-Line Q1 and Q2 Reports Released**

**Climate Justice Hour**

**Junior Achievement Leaders Day**

**Jenks Middle School Career Fair**

**West Warwick Senior Center Resource Fair**

**35th Annual Meeting Ocean State  
Center for Independent Living (OSCIL)**

**Dorrance Street Transit Center Update**



# IN THE NEWS

## **IMPROVED SAFETY IMPROVEMENTS IN KENNEDY PLAZA**

**RIPTA CEO Scott Avedisian and Providence Mayor Brett Smiley announce additional resources to improve public health and safety in Kennedy Plaza.**  
*ABC 6, WPRI, Providence Business News and Mass Transit Magazine.*

## **RIPTA SERVICE RETURNS TO FOSTER**

**Route 10X service extended to Foster starting April 3, 2023.**  
*Valley Breeze and ecoRI News.*

## **NO FARE PILOT PROGRAM EXTENDED FOR SIX MONTHS**

**RIPTA Board approves 6-month extension.**  
*Providence Business News and ecoRI News.*

## **R-LINE PILOT PROGRAM SEES 40% INCREASE IN RIDERSHIP**

*Brown Daily Herald.*

## **NEWPORT TRANSPORTATION WORKSHOP OUTLINES MASTER PLAN FOR CITY**

**RIPTA is in the process of converting its Newport fleet to electric buses.**  
*Newport This Week.*

## **RIPTA BOARD OF DIRECTORS TABLES DRAFT RESOLUTION ASKING GOVERNOR, HOUSE SPEAKER AND SENATE PRESIDENT TO FULLY FUND THE AGENCY**

**RIPTA needs full funding to offset losses, maintain current service levels, and to implement the Transit Master Plan.**  
*ecoNews RI.*



**Cherie Cruz**

@ConcernedRler

I want to take this time to thank @RIPTA\_RI and their incredible team for partnering last month to give our residents who rely on RIPTA updates on the placement of a needed bus shelter, disability access, bus routes and to apply on site for their free RIPTA passes. [#Fogarty](#) TY!

6:51 PM • April 16, 2023

A white bus with the number 1902 and route 60, with a quote overlay. The bus is parked on a city street with a building in the background. The quote is in white text on a dark rectangular background.

**Analiese Coppia was very professional and courteous. Thank everyone in Customer Service for a job well done.**

**- STEVEN M.**

# Employee SPOTLIGHT

## Jesus Castro

### *Ride Paratransit Driver*

When Jesus Castro, a driver in our Ride paratransit division for the past 10 years, trains newer drivers there are always two words he stresses: respect and compassion. They are the hallmark of the service he provides passengers who use our service for people who have disabilities that prevent them from using our fixed-route buses.

“You always have to have compassion for people, but you also have to have respect,” he says. “You ask someone if they need assistance with something like boarding – you don’t assume it. Respect is important and so is compassion.”

Castro came to RIPTA after working various jobs in Rhode Island, including working for a company that manufactures ink and a short stint as a school bus driver. Like all new operators at RIPTA he started in paratransit, but unlike some who are anxious to move over to the bigger buses on fixed-route, he says, that once he got to know his Ride passengers, he decided that this is where he wants to stay.

“You can make more driving for fixed-route, but this is for me,” Castro says. “For me, it’s about how much you are really helping people. Passengers are always saying thank you and that means so much – some people make you feel like you are part of the family.”

Castro grew up in the Dominican Republic and came to Rhode Island in his thirties. He says he is looking forward to continuing his work in the Ride division and enjoys the advancements he has seen in transit.

“When I started, I carried a map book,” he says with a smile. “Now it’s all GPS and the directions for our trips are in the computer for us. We have it all onboard.” He also enjoys his colleagues, and as the Union Representative for the Ride drivers, says he likes helping people find the best way to work together.

When not working, he says his free time is happily devoted to his 3 ½ year-old granddaughter.

“I love what I do, I love it,” he says of driving for Ride. “The service we provide gives people freedom. This is where I am supposed to be, and I want my passengers to know I’m right here when they need me.”



## Budget to Actual - March 2023

Budget-Actual FY 2023	Monthly Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$2,856,032	\$1,539,871	(\$1,316,161)	-46.1%
Federal Subsidies-CARES Act	\$2,520,103	\$5,643,000	\$3,122,897	123.9%
State Subsidies	\$3,541,462	\$3,659,225	\$117,763	3.3%
Other Revenue	\$594,711	\$707,245	\$112,534	18.9%
Volkswagen Revenue	\$0	\$0	\$0	0.0%
Passenger Fares	\$876,321	\$811,957	(\$64,363)	-7.3%
Third Party Fares	\$973,852	\$1,210,007	\$236,155	24.2%
Special Project Revenue	\$121,782	\$138,318	\$16,535	0.0%
<b>Total Revenue</b>	<b>\$11,484,263</b>	<b>\$13,709,624</b>	<b>\$2,225,361</b>	<b>19.4%</b>
	<b>Budget</b>	<b>Actual</b>	<b>VAR \$</b>	<b>VAR %</b>
Salaries & Fringe Benefits	\$9,709,754	\$9,609,203	\$100,550	1.0%
Contract Services	\$927,438	\$707,532	\$219,906	23.7%
Operating Expense	\$2,316,977	\$1,783,077	\$533,899	23.0%
Utilities	\$217,226	\$374,373	(\$157,147)	-72.3%
Capital Match & Repayment	\$52,539	\$740,077	(\$687,538)	-1308.6%
Debt Service	\$0	\$0	\$0	0.0%
Special Projects	\$41,667	\$0	\$41,667	0.0%
<b>Total Expenses</b>	<b>\$13,265,600</b>	<b>\$13,214,263</b>	<b>\$51,337</b>	<b>0.4%</b>
	<b>(\$1,781,337)</b>	<b>\$495,361</b>	<b>\$2,276,698</b>	

- Farebox revenue continues to be below projections, though third-party fares were better than expected in March
- Personnel costs are tracking closely with the budget
- Operating expenses are less than budget due to delays in receiving engines for ongoing replacements and lower than expected fuel prices
- Utilities are over budget as a result of higher natural gas rates

**Budget to Actual - April 2023**

Budget-Actual FY 2023	Monthly Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$2,856,032	\$2,012,649	(\$843,383)	-29.5%
Federal Subsidies-CARES Act	\$2,520,103	\$0	(\$2,520,103)	-100.0%
State Subsidies	\$3,473,676	\$3,984,611	\$510,934	14.7%
Other Revenue	\$603,008	\$466,643	(\$136,365)	-22.6%
Volkswagen Revenue	\$0	\$0	\$0	0.0%
Passenger Fares	\$920,379	\$760,112	(\$160,267)	-17.4%
Third Party Fares	\$1,196,962	\$776,134	(\$420,827)	-35.2%
Special Project Revenue	\$121,782	(\$5,177)	(\$126,959)	0.0%
<b>Total Revenue</b>	<b>\$11,691,942</b>	<b>\$7,994,972</b>	<b>(\$3,696,970)</b>	<b>-31.6%</b>
	<b>Budget</b>	<b>Actual</b>	<b>VAR \$</b>	<b>VAR %</b>
Salaries & Fringe Benefits	\$7,768,379	\$7,270,435	\$497,944	6.4%
Contract Services	\$927,438	\$497,302	\$430,137	46.4%
Operating Expense	\$2,378,388	\$1,496,035	\$882,352	37.1%
Utilities	\$194,332	\$176,031	\$18,301	9.4%
Capital Match & Repayment	\$52,539	\$264,968	(\$212,429)	-404.3%
Debt Service	\$0	\$0	\$0	0.0%
Special Projects	\$41,667	\$0	\$41,667	0.0%
<b>Total Expenses</b>	<b>\$11,362,742</b>	<b>\$9,704,771</b>	<b>\$1,657,971</b>	<b>14.6%</b>
	\$329,199	(\$1,709,799)	(\$2,038,999)	

- No relief funds were used in the month of April
- Farebox revenues are below projections largely due to the free fare pilots having a larger impact than expected
- Operating expenses are less than budget due to lower than expected fuel prices

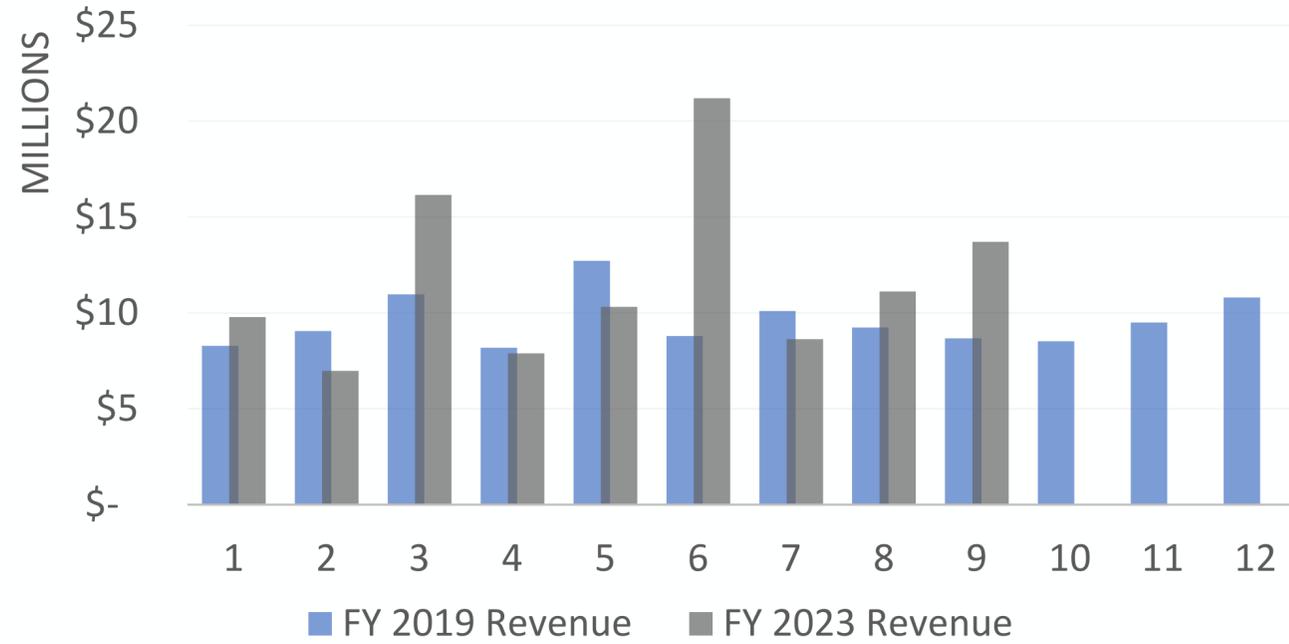
**Budget to Actual through April 30, 2023**

Budget-Actual FY 2023	Year To Date Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$28,560,318	\$26,597,512	(\$1,962,806)	-6.9%
Federal Subsidies-CARES Act	\$25,201,033	\$16,912,702	(\$8,288,331)	-32.9%
State Subsidies	\$42,336,575	\$40,424,123	(\$1,912,452)	-4.5%
Other Revenue	\$5,974,130	\$5,974,382	\$252	0.0%
Volkswagen Revenue	\$0	\$6,192,920	\$6,192,920	0.0%
Passenger Fares	\$9,348,716	\$7,760,477	(\$1,588,239)	-17.0%
Third Party Fares	\$9,713,227	\$9,024,396	(\$688,831)	-7.1%
Special Project Revenue	\$1,217,821	\$897,444	(\$320,376)	0.0%
<b>Total Revenue</b>	<b>\$122,351,820</b>	<b>\$113,783,956</b>	<b>(\$8,567,864)</b>	<b>-7.0%</b>
	<b>Budget</b>	<b>Actual</b>	<b>VAR \$</b>	<b>VAR %</b>
Salaries & Fringe Benefits	\$85,461,099	\$81,502,573	\$3,958,525	4.6%
Contract Services	\$9,274,383	\$5,460,239	\$3,814,144	41.1%
Operating Expense	\$22,251,662	\$17,611,899	\$4,639,764	20.9%
Utilities	\$1,482,010	\$1,742,980	(\$260,970)	-17.6%
Capital Match & Repayment	\$525,391	\$5,316,377	(\$4,790,986)	-911.9%
Debt Service	\$0	\$0	\$0	0.0%
Special Projects	\$416,667	\$8,962	\$407,705	0.0%
<b>Total Expenses</b>	<b>\$119,411,212</b>	<b>\$111,643,030</b>	<b>\$7,768,182</b>	<b>6.5%</b>
	\$2,940,608	\$2,140,925	(\$799,683)	

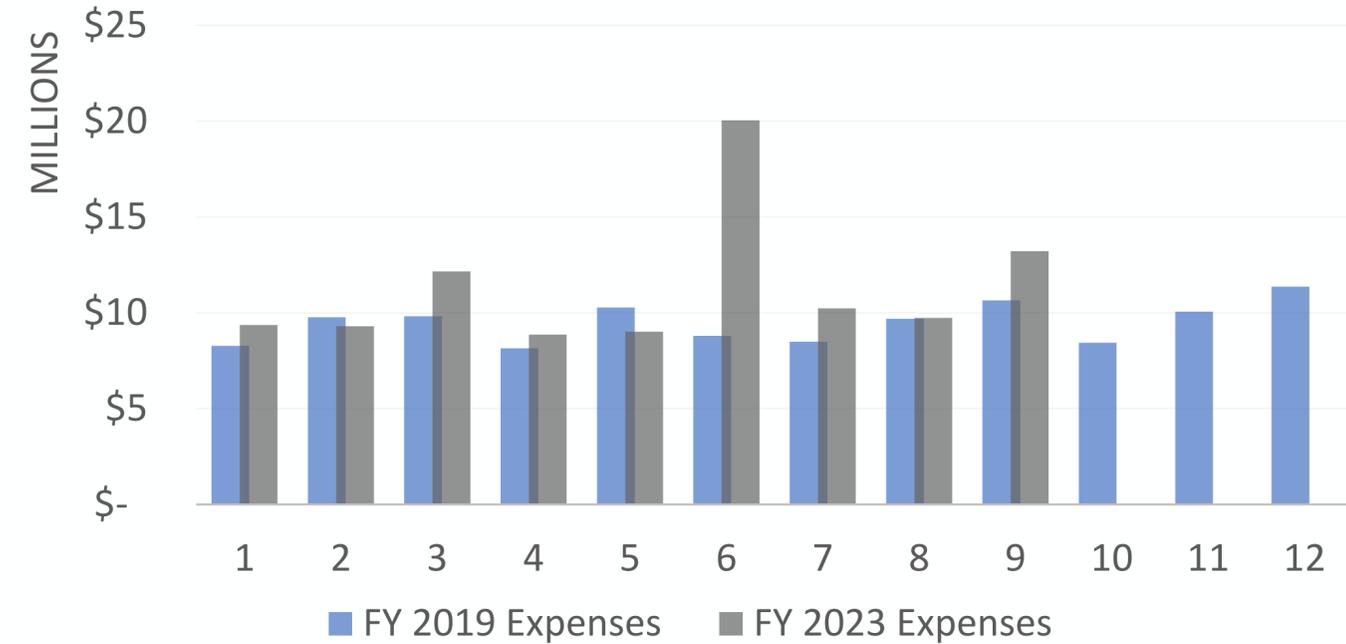
- Use of relief funding (CARES & ARPA) continues to be less than expected year to date
- Passenger revenues continue to be less than projected primarily due to farebox revenue decreases on the R-Line
- Year to date personnel costs are behind budget due to vacancies and service reductions this past fall
- Fuel expenses are under budget due to a steady decrease in diesel fuel prices over that past few months

# CUMULATIVE PERFORMANCE DETAIL - MARCH

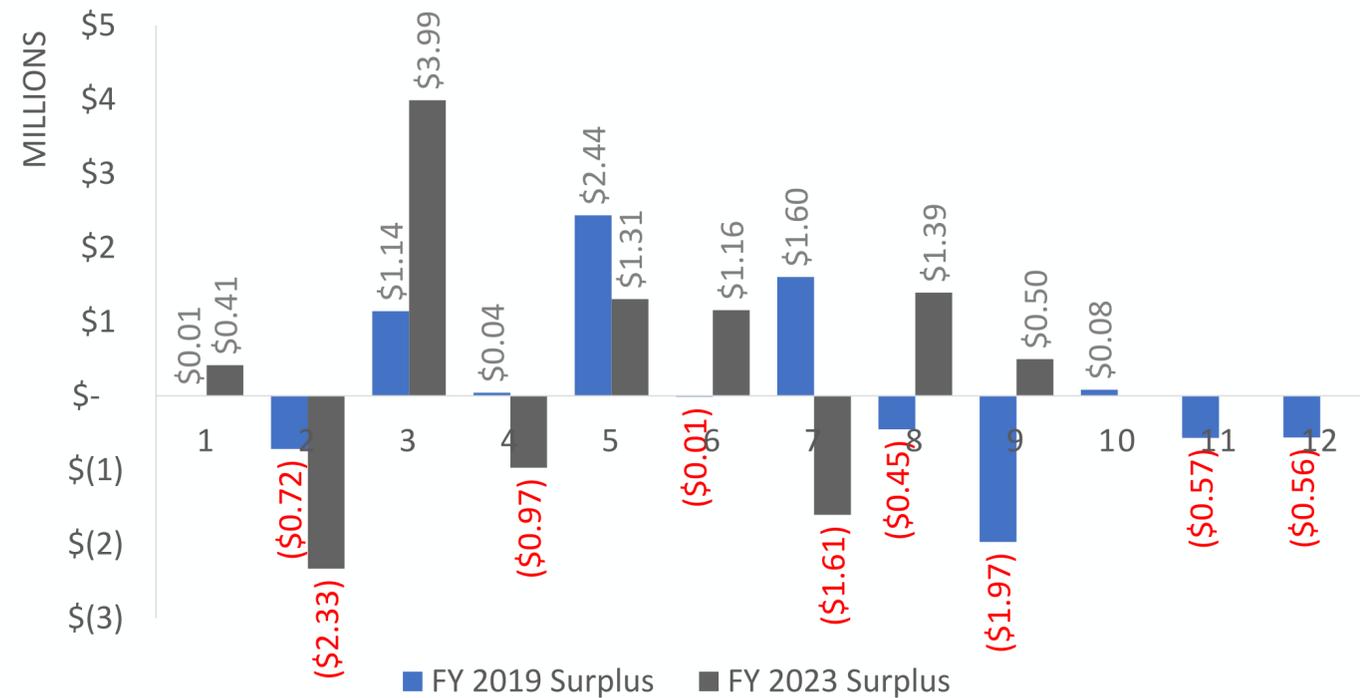
## MONTHLY REVENUES



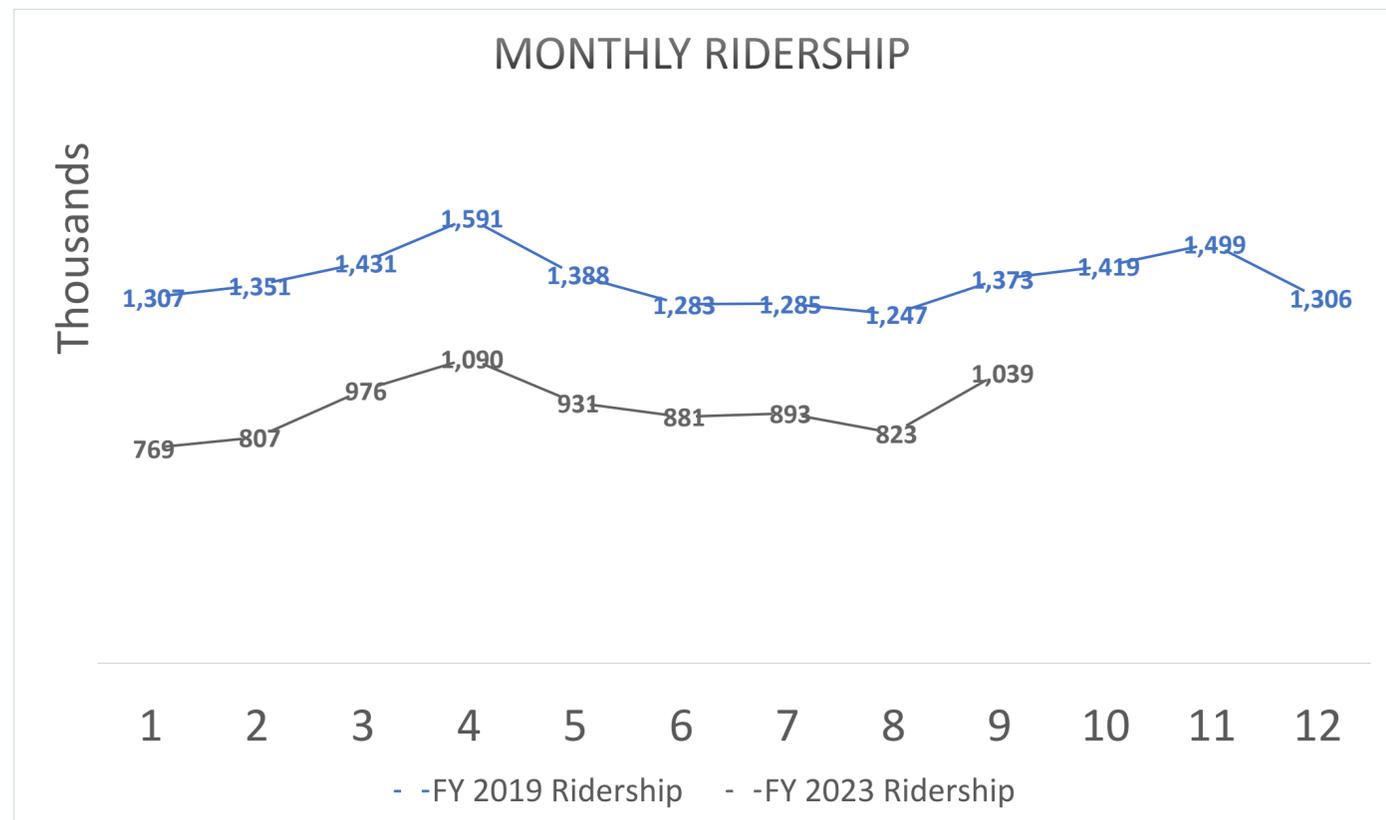
## MONTHLY EXPENSES



## MONTHLY SURPLUS/(DEFICIT)

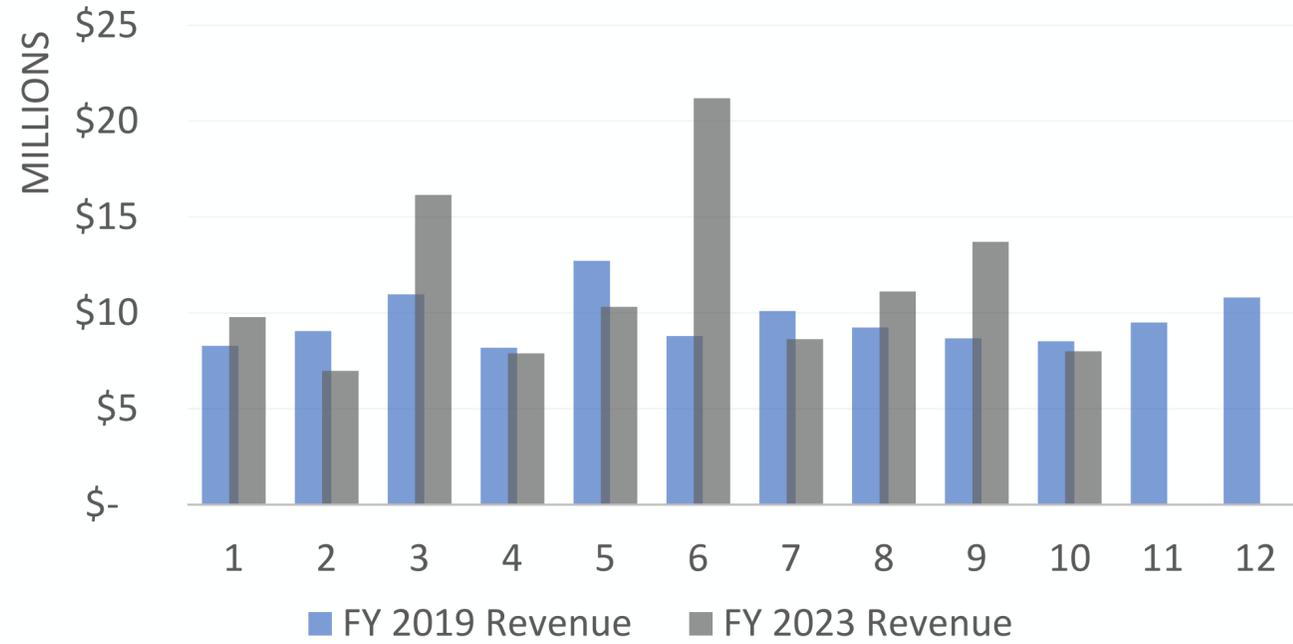


## MONTHLY RIDERSHIP

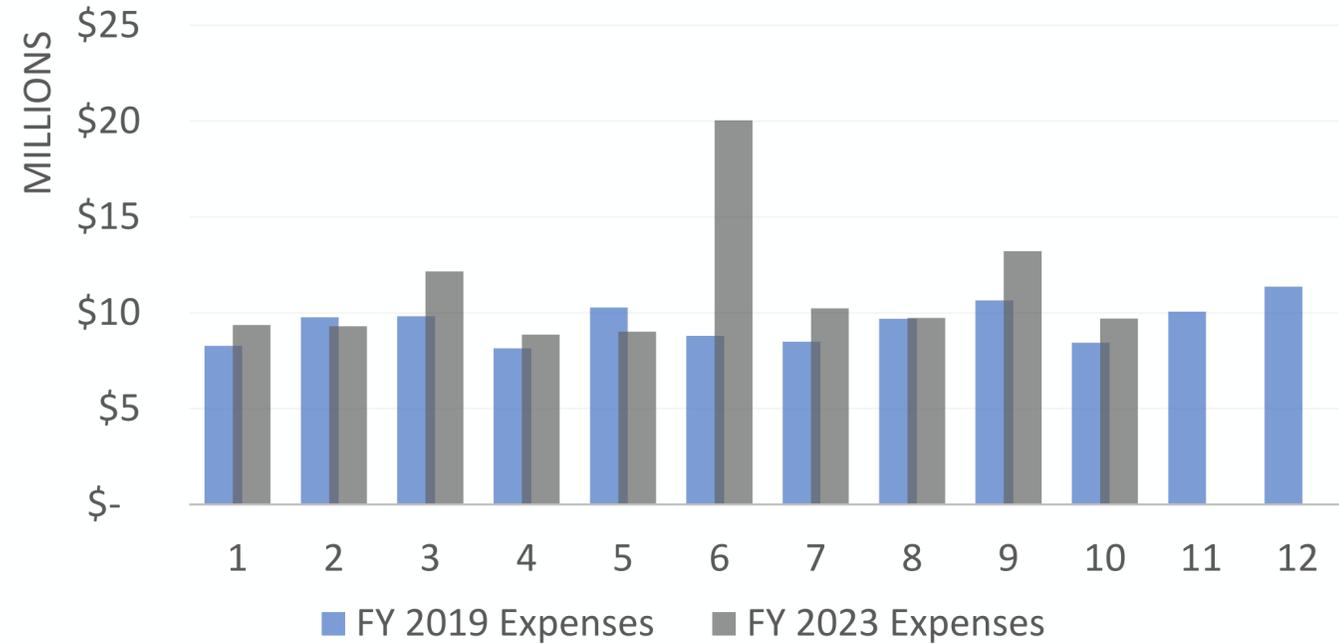


# CUMULATIVE PERFORMANCE DETAIL - APRIL

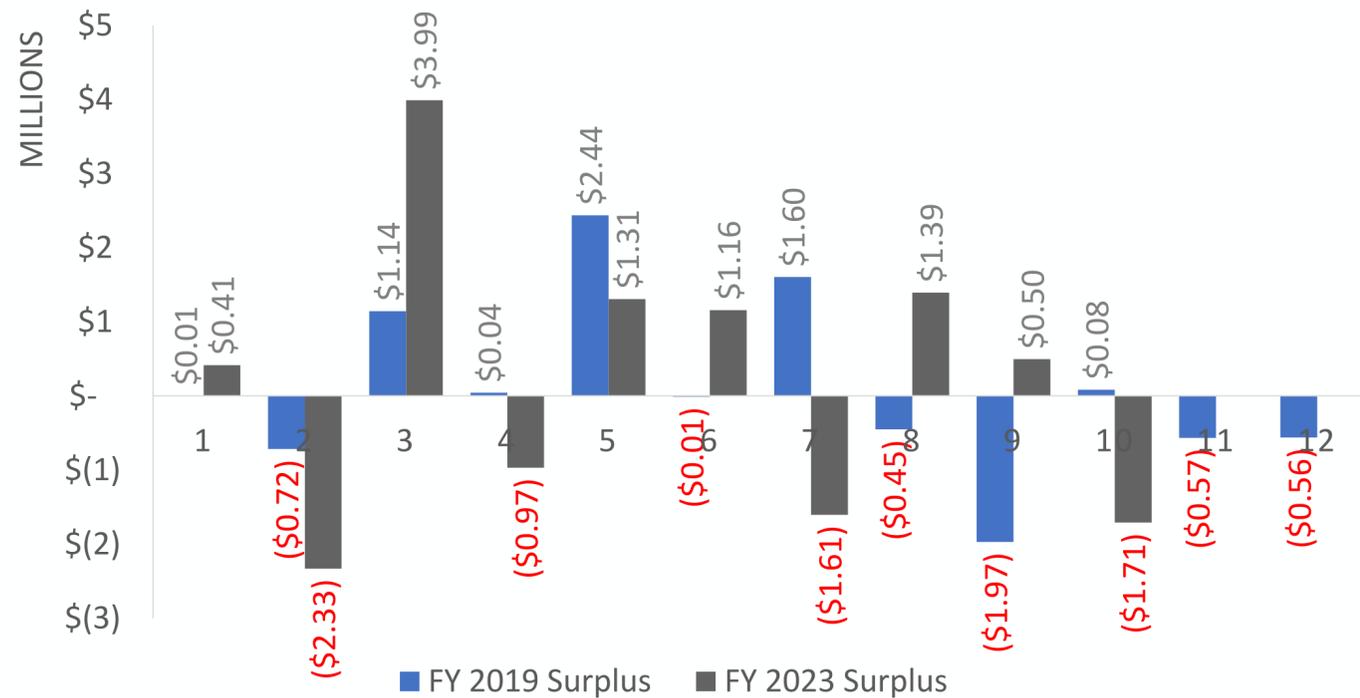
## MONTHLY REVENUES



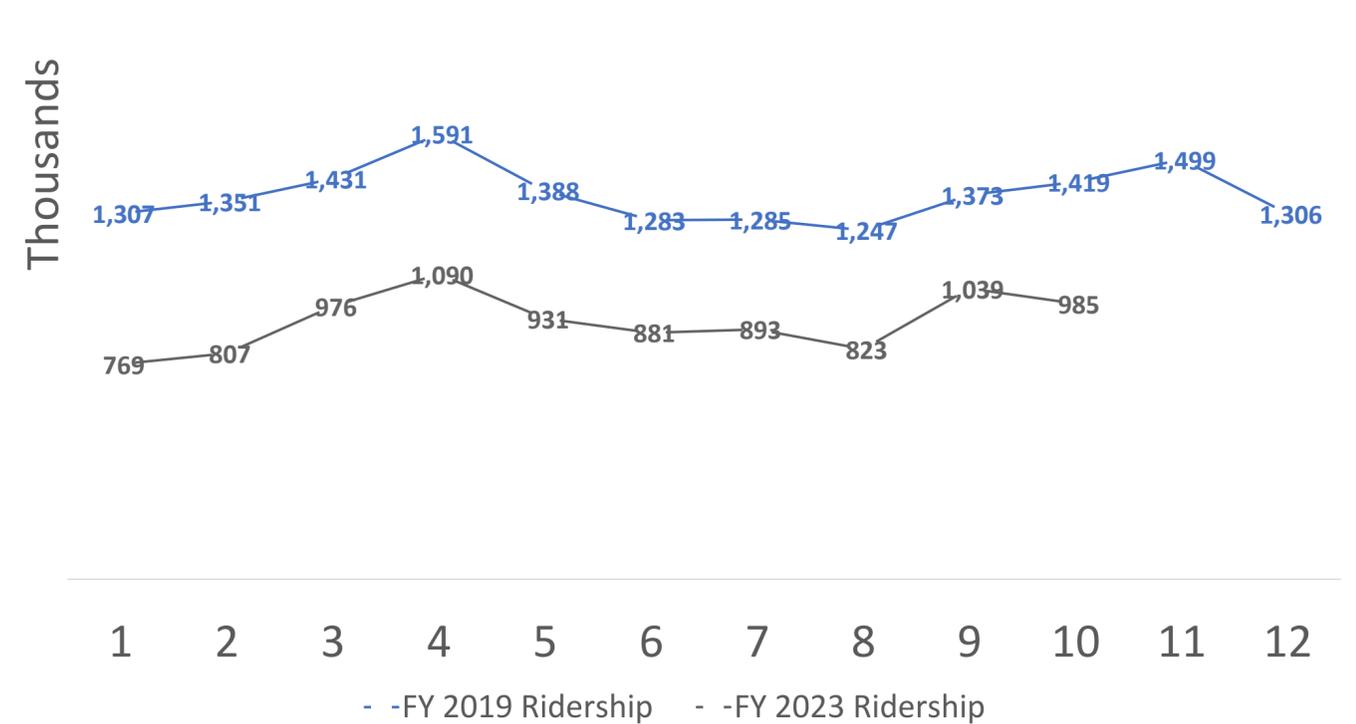
## MONTHLY EXPENSES



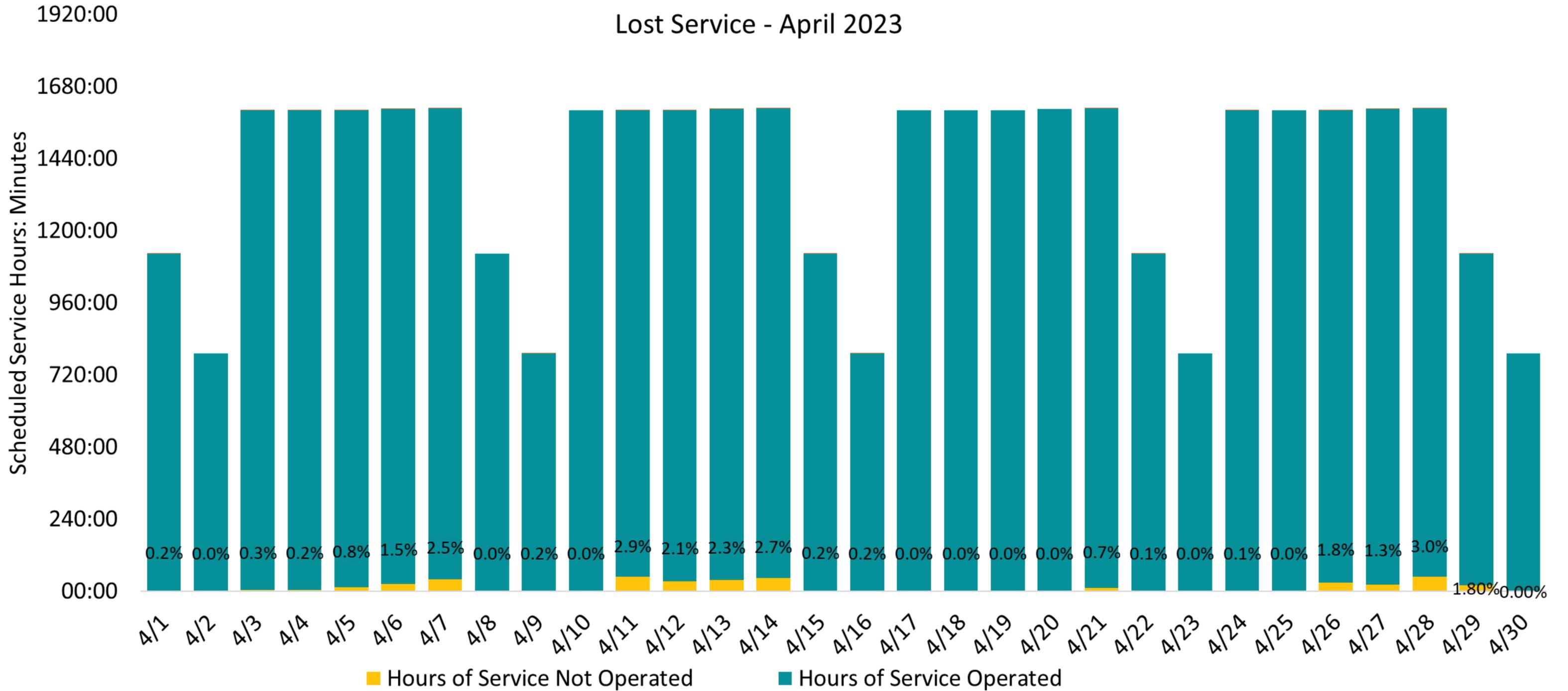
## MONTHLY SURPLUS/(DEFICIT)



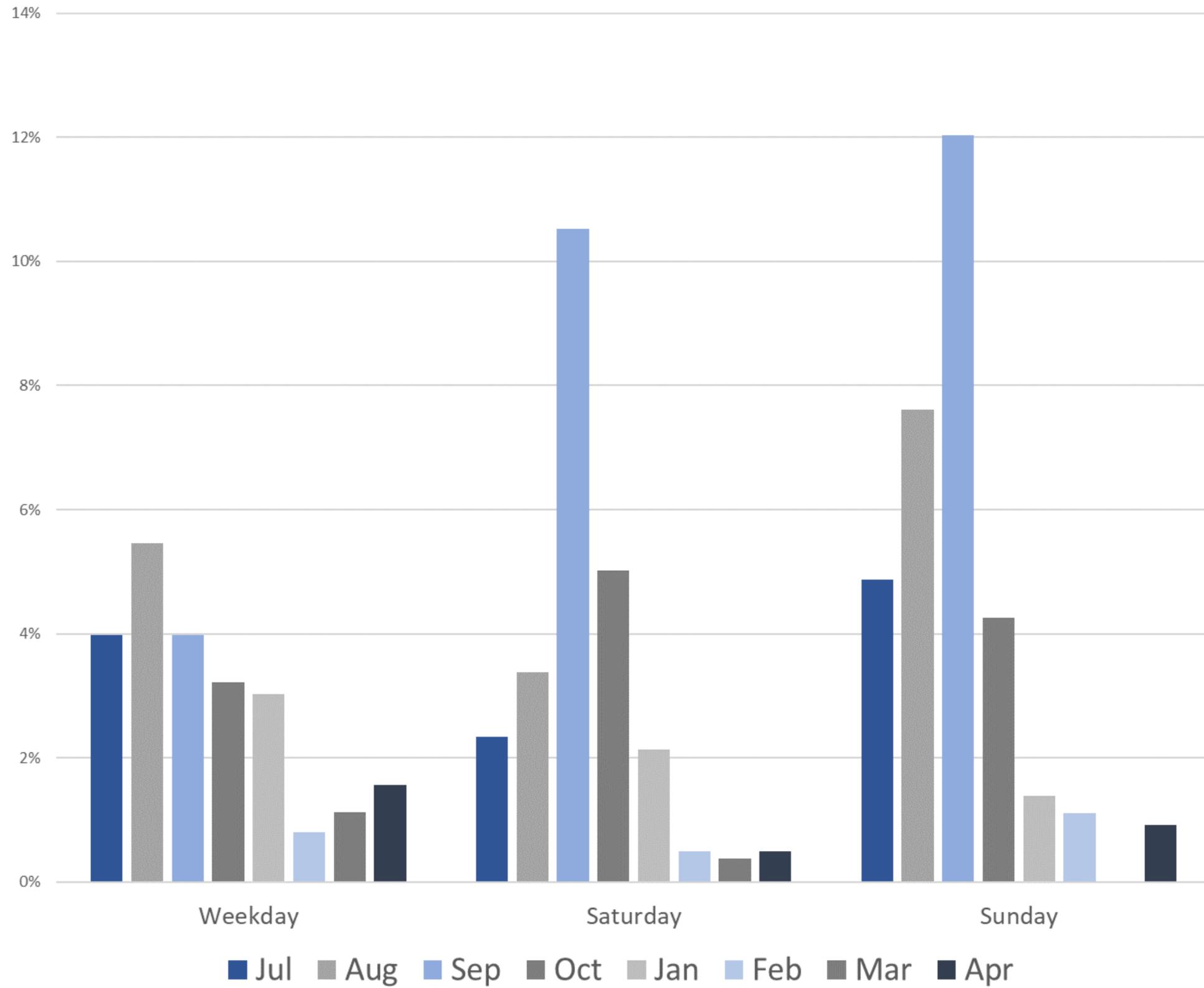
## MONTHLY RIDERSHIP



Lost Service - April 2023



# LOST SERVICE HOURS BY DAY



# MONTHLY RIDERSHIP

## March 2023 System-wide Ridership: 1,038,740

March 2022 System-wide Ridership: 907,558

March 2021 System-wide Ridership: 711,994

March 2020 System-wide Ridership: 941,015



APRIL MONTHLY RIDERSHIP	2023	2022	2021	2020
System-wide	1,038,740	907,558	711,994	941,015
Fixed-Route	1,005,189	877,794	693,944	916,620
Flex	6,572	5,975	1,610	4,166
Ride Paratransit	26,979	23,789	16,440	20,229

### RIDERSHIP INCREASED 14.5% IN MARCH 2023 FROM MARCH 2022

*Fixed-Route and Flex ridership counts come from the Genfare farebox, Wave smart card, and Wave mobile app. Ride Paratransit ridership counts come from Reveal tablets for Ride, and 3<sup>rd</sup> party reports for Taxi trips.*

# MONTHLY RIDERSHIP

**April 2023 System-wide Ridership: 985,176**

April 2022 System-wide Ridership: 859,662

April 2021 System-wide Ridership: 699,742

April 2020 System-wide Ridership: 398,906



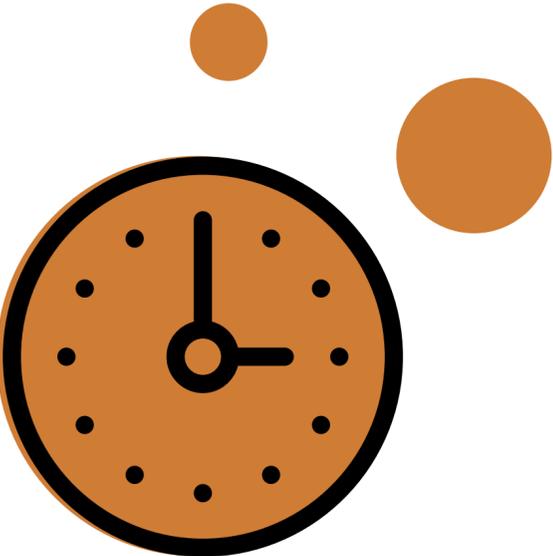
APRIL MONTHLY RIDERSHIP	2023	2022	2021	2020
System-wide	985,176	859,662	699,742	398,906
Fixed-Route	955,106	831,931	677,948	391,479
Flex	5,196	5,205	4,494	1,758
Ride Paratransit	24,874	22,526	17,300	5,669

**RIDERSHIP INCREASED 14.6% IN APRIL 2023 FROM APRIL 2022**

*Fixed-Route and Flex ridership counts come from the Genfare farebox, Wave smart card, and Wave mobile app. Ride Paratransit ridership counts come from Reveal tablets for Ride, and 3<sup>rd</sup> party reports for Taxi trips.*

# ON TIME PERFORMANCE (OTP): FIXED-ROUTE

	2023	2022	2021	2020
APRIL	81.3%	81.7%	83.2%	75.2%
MARCH	82.4%	82.2%	84.2%	78.8%
FEBRUARY	82.2%	81.3%	84.1%	82.4%
JANUARY	82.4%	82.2%	83.0%	82.3%
DECEMBER		80.2%	80.9%	81.1%
NOVEMBER		79.2%	79.3%	81.5%
OCTOBER		78.3%	78.6%	81.4%
SEPTEMBER		78.1%	79.1%	81.2%
AUGUST		81.3%	81.5%	80.5%
JULY		81.0%	81.8%	80.4%
JUNE		80.2%	80.9%	78.4%
MAY		81.1%	81.6%	76.5%



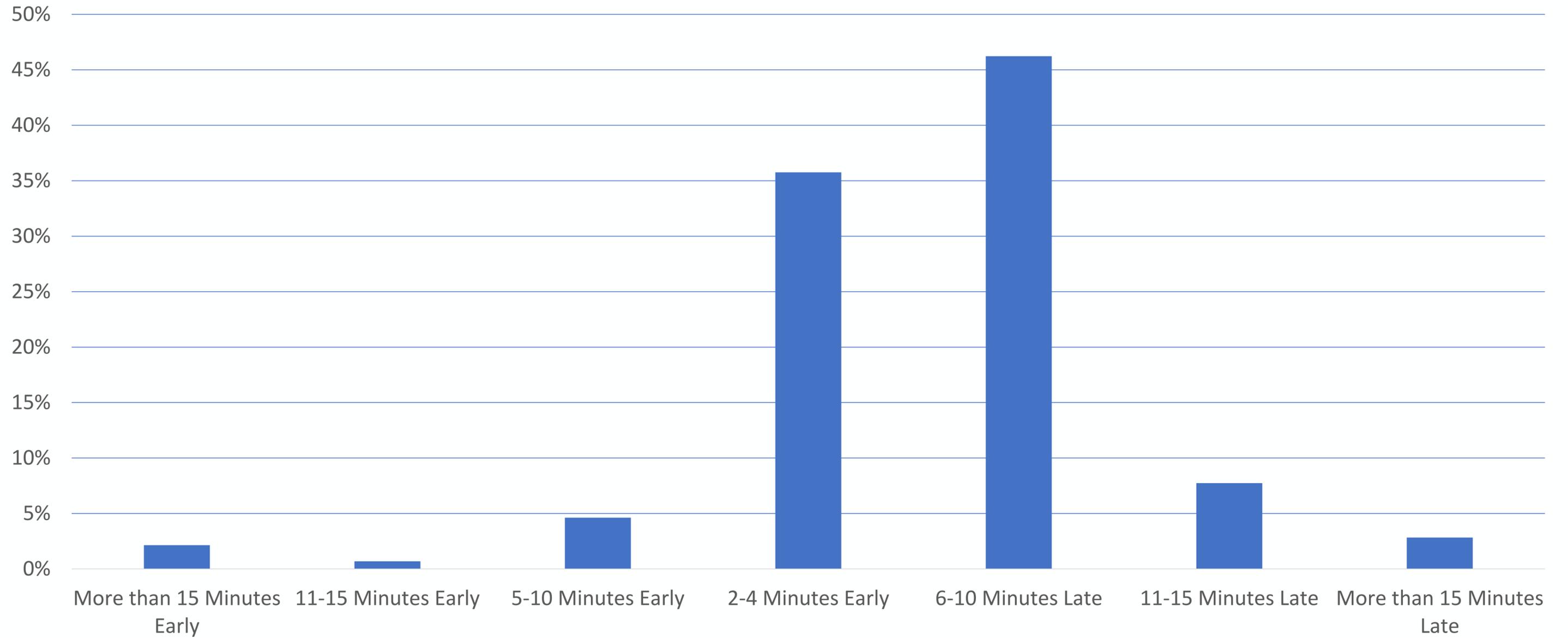
## On Time Performance

On Time Performance (OTP) is based on Departure Time. On Time is between 1 minute early and 5 minutes late.

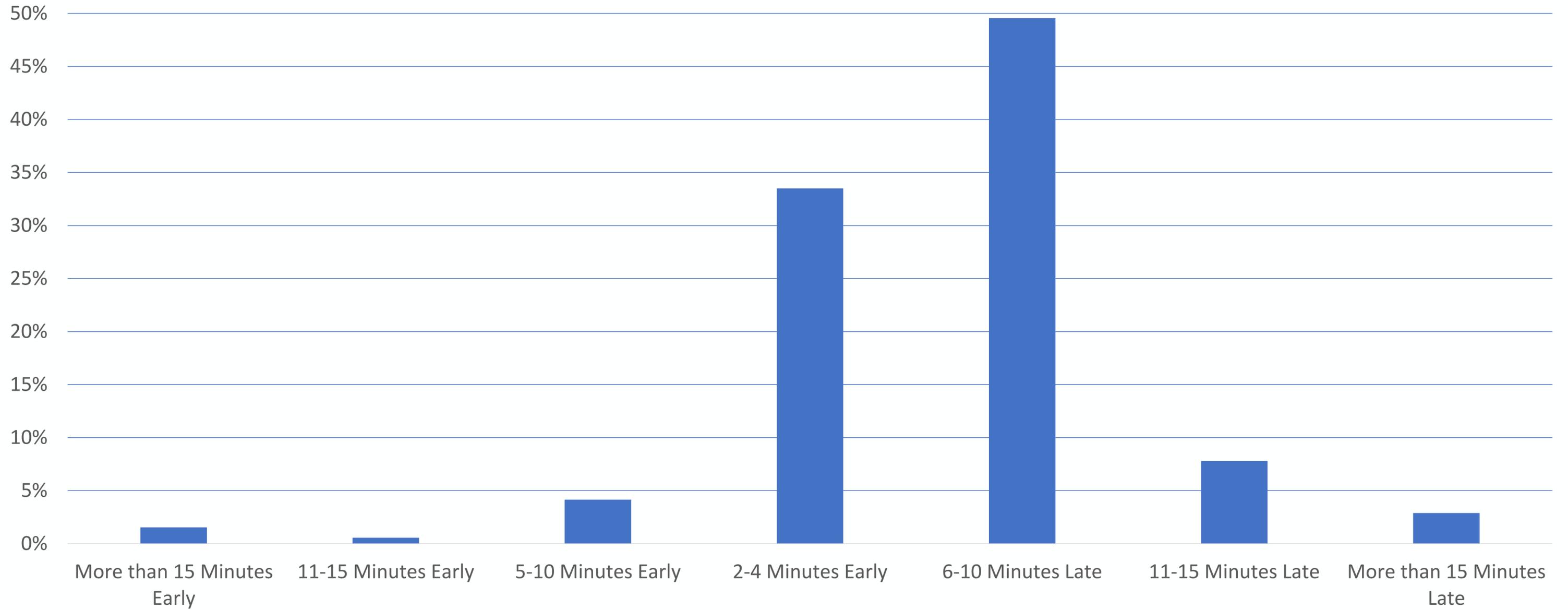
ABBG AVERAGE: 79%

OTP DECREASED BY .49% IN APRIL 2023 FROM APRIL 2022

## Dispersion of On-Time Performance - March



## On-Time Performance Dispersion - April



# Procurement Update

