



BOARD OF DIRECTORS MEETING

Thursday, May 23, 2024

1:30 p.m.

269 Melrose Street, Providence

Transportation Board Room

VIRTUAL LINK

The meeting can be watched online here:

https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZTI3YjE4MDYtYTYxNS00ZDlLWFmYmEtYzcxNTcyM2ZlNWlw%40thread.v2/0?context=%7B%22Tid%22%3A%22443ce251-0278-4dfa-96ac-922ce313e07c%22%2C%22Oid%22%3A%222fe838c4-c73c-4726-9c53-2d627652b0d9%22%2C%22IsBroadcastMeeting%22%3Atrue%2C%22role%22%3A%22a%22%7D&btype=a&role=a



BOARD OF DIRECTORS MEETING

Thursday, May 23, 2024

1:30 p.m.

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Transportation Board Room

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[RIPTA Board Of Directors May 23, 2024](#)

AGENDA

- | | |
|--------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Board Approval | To consider for approval the Draft Meeting Minutes of the Board of Directors Meeting of April 25, 2024. |
| 2. Public Comment / Board Discussion | Limited to 3 minutes per person. |
| 3. CEO Report | <ul style="list-style-type: none">• RIPTA at a Glance• Employee Spotlight• Financial Update• Service/Ridership Update• Low Income Pilot Update• Transit Center Update |
| 4. Board Discussion / Potential Vote | Process for Executive Search Update |
| 5. Board Discussion / Potential Vote | Request for Approval: Award of Contract for RFP 24-24 – Rider Survey |
| 6. Board Discussion / Potential Vote | Request for Approval: Award of Contract for RFP 24-27 – Comprehensive Operational Analysis |

By a majority vote, a public body may amend its agenda to add items. The additional items shall be for informational purposes only and may not be voted on except when necessary to address an unexpected occurrence requiring immediate action or to refer the matter to an appropriate committee pursuant to R.I. Gen. Laws §42-46-6(b).

Copies of Meeting Minutes may be obtained pursuant to RIPTA's public records policy, which is available at <http://www.ripta.com/access-to-public-records-act>. An interpreter for the deaf and hard of hearing can be provided by calling 784-9500 x1171 at least 48 hours in advance. The location is accessible to the handicapped.



RHODE ISLAND PUBLIC TRANSIT AUTHORITY

7. Board Discussion / Potential Vote Request for Approval: API Upgrade – Conduent System
8. Board Discussion / Potential Vote Low Income Pilot Update and Recommendation
9. Board Discussion / Potential Vote Board Questions and Answers
10. Executive Session: Executive Session to consider, discuss and act upon such matters as may be closed to the public pursuant to R.I. Gen. Laws § 42-46-5(a)(5), Any discussions or considerations related to the acquisition or lease of real property for public purposes, or of the disposition of publicly held property wherein advanced public information would be detrimental to the interest of the public.
11. Adjournment

Agenda Posted on May 17, 2024

By a majority vote, a public body may amend its agenda to add items. The additional items shall be for informational purposes only and may not be voted on except when necessary to address an unexpected occurrence requiring immediate action or to refer the matter to an appropriate committee pursuant to R.I. Gen. Laws §42-46-6(b).

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Board of Directors Meeting Minutes
Thursday, April 25, 2024
1:30 p.m.
269 Melrose Street, Providence
Transportation Board Room

Members Present: Director Peter Alviti, Board Chair; Robert Kells, Board Vice Chair; James Leach, Board Treasurer; Patrick Crowley, Board Secretary; Normand Benoit; James Lombardi; and Vincent Masino.

Absent Members: Heather Schey and Marcy Reyes.

Also Present: Christopher Durand, Interim CEO; Edward Pare, III, Esq., Board Counsel; Roy Rivers, Executive Paralegal; members of RIPTA's staff; and members of the public.

Call to Order: Director Alviti calls the meeting to order at 1:32 p.m., indicating that quorum was present.

Agenda Item 1: **To consider for approval the Draft Meeting Minutes of the Board of Directors Meeting of March 28, 2024.**

Mr. Crowley makes a motion to approve the minutes of the March 28, 2024, meeting. Mr. Masino seconds, and the motion passes with favorable votes by Director Alviti; Mr. Kells; Mr. Leach; Mr. Benoit and Mr. Lombardi.

Agenda Item 2: **To consider for approval the Draft Meeting Minutes of the Special Board of Directors Meeting of April 11, 2024.**

Mr. Crowley makes a motion to approve the minutes of the April 11, 2024, meeting. Mr. Masino seconds, and the motion passes with favorable votes by Director Alviti; Mr. Kells; Mr. Leach; Mr. Benoit and Mr. Lombardi.

Agenda Item 3: **To consider for approval the Draft Executive Session Meeting Minutes of the Special Board of Directors Meeting of April 11, 2024.**

Mr. Crowley makes a motion to approve the executive session minutes of the April 11, 2024, meeting. Mr. Masino seconds, and the motion passes with favorable votes by Director Alviti; Mr. Kells; Mr. Leach; Mr. Benoit and Mr. Lombardi.

Agenda Item 4: **To consider for approval the Draft Meeting Minutes of the Special Board of Directors Meeting of April 16, 2024.**

Mr. Crowley makes a motion to approve the minutes of the April 16, 2024, meeting. Mr. Masino seconds, and the motion passes with favorable votes by Director Alviti; Mr. Kells; Mr. Leach; Mr. Benoit and Mr. Lombardi.

Agenda Item 5: **Public Comment**

1. Daria Phoebe Brashear:

- Thanks Board for attending meetings regarding service cuts.
- Advises of issues with tunnel detour signage and routes.
- Urges Board to hire a CEO with transit experience.
- States that no rider has requested the hub to be moved.

2. Patricia Raub:

- Welcomes Mr. Durand to the new position.
- References correspondence from RI Transit Riders sent to the Board regarding temporary stops for the tunnel.
- States that the Transit Riders want to be involved in the search for a new CEO.
- Urges Board to request that Legislature pass Bill 7774 to ensure funding.
- Advises that the conditions of Kennedy Plaza are not acceptable and must be improved and charges RIPTA with the same.

3. Ethan Caya

- Relies on RIPTA as main source of transportation.
- Advises that he is not opposed to moving the transit hub as long as there is service between Kennedy Plaza and the new hub.
- States that he is disappointed that the public was not involved sooner with regards to the new hub and advised Board to not approve any further movement.

4. Randall Rose:

- Comments about the importance of fixing Kennedy Plaza.
- Advises that RIPTA needs a CEO who will put transit first and has a transit background.
- Advises that the current contract for the bus hub provides an off ramp but the second contract will not, and that he does not approve of the new hub.
- Reads comments forwarded to him from Lorraine Savard regarding opposition for Next Wave and the use of bond money to improve Kennedy Plaza.

5. Ed Fontaine:

- Advises he is opposed to moving the bus hub as it is inconvenient and a waste of money.

6. Representative Enrique Sanchez, House District 9

- Hopes that the new CEO will understand transportation, green energy and the environment.
- States that he is urging the Speaker to include funding for RIPTA from both the House and Senate and urges the Board to contact Legislature regarding the same.
- Advises that moving the bus hub will not fix the bus hub situation and all persons, including the public should be considered as stakeholders.

7. Liza Burkin:

- States that 120 letters of support were forwarded regarding H7774 as well as 30 persons testified in person.
- Hopes to work with the Board to see the legislation through.
- Advises to not make service cuts, rather search for more funding.

8. Grant Dulgarian:

- Advises that Scott was an excellent mayor and excellent CEO of RIPTA and asks Board to deny Scott's resignation and rehire him immediately.
- Advises that the hub should not be moved from Kennedy Plaza as it makes no sense to do so and provides examples for improvement.
- Comments regarding the Washington Bridge and requests studies regarding the same.
- Suggests that riders within a certain vicinity of routes traversing the Washington and Henderson bridges be mailed a bus schedule.
- Comments that he submitted a check at the last Board Meeting to cover fare for one day for routes traversing the Washington and Henderson bridges and states that he has an additional check from Spectrum India to cover another day.

9. Cameron LaFreniere (submitted written comment, not read at the meeting, to include):

- Expresses opposition to service cuts.
- States that he spoke with the Governor regarding economic development in Rhode Island.

Agenda Item 6: Agency Update

Christopher Durand, RIPTA's Interim CEO, thanks the Board for its support and points out the items included in the CEO report: Rhode to RIPTA, a commendation, a Tweet, an employee spotlight, a report on lost trips, the budget, monthly ridership, and an update on the low-income pilot program.

No vote is taken.

Agenda Item 7: **P3 Project Update**

Christopher Durand, Interim CEO, provides an update to the Board regarding the P3 Project. Mr. Durand advises the Board that step one is nearing completion and step two will commence in the near future.

No vote is taken.

Agenda Item 8: **Request for Approval: Service Changes**

Christopher Durand, Interim CEO, suggests not implementing service changes at this time. He provides an update as to the onboarding of new drivers. Paul Harrington, Executive Director of Transportation provides a brief overview of the daily process to provide service.

No vote is taken.

Agenda Item 9: **Request for Approval: Insurance Policy Renewals**

James O'Brien, Claims Director, makes the request to renew the Cyber, General Liability and Commercial Property policies. Mary Kams of Starkweather and Shepley Insurance Brokerage answers Board questions regarding the policies and provides information regarding the Cyber Policy, General Liability Policy and the three renewal options regarding the Commercial Property Policy.

CYBER POLICY

Mr. Crowley makes a motion to approve the Cyber Policy. Mr. Kells seconds, and the motion passes with favorable votes by Director Alviti; Mr. Leach; Mr. Benoit; Mr. Masino; and Mr. Lombardi.

GENERAL LIABILITY POLICY

Mr. Crowley makes a motion to approve the General Liability Policy. Mr. Lombardi seconds, and the motion passes with favorable votes by Director Alviti; Mr. Kells; Mr. Leach; Mr. Benoit; and Mr. Masino.

Mr. Lombardi leaves the meeting at 2:59pm.

Mr. Leach leaves the meeting at 3:03pm.

COMMERCIAL PROPERTY POLICY

Mr. Benoit makes a motion to approve Option 3 of the Commercial Property Policy. Mr. Kells seconds and the motions fails. Director Alviti; Mr. Crowley and Mr. Masino oppose. Mr. Lombardi and Mr. Leach are not present for the vote.

Mr. Crowley makes a motion to approve Option 1 of the Commercial Property Policy. Mr. Masino seconds and the motion passes with favorable votes by Director Alviti; and Mr. Kells. Mr. Benoit opposes. Mr. Lombardi and Mr. Leach are not present for the vote.

Agenda Item 10: Process for Executive Search

The Board discusses the process regarding the search for a new CEO. The Board requests that RIPTA come back to the Board with its recommendation.

No vote is taken.

Agenda Item 11: Board Vice Chair Kells' correspondence regarding funding

The Board discusses options to search for additional funding for RIPTA.

Mr. Benoit makes a motion to attempt to partner with the Rhode Island Foundation, either directly or indirectly, to explore funding opportunities for RIPTA. Mr. Crowley seconds, and the motion passes with favorable votes by Director Alviti; Mr. Kells; and Mr. Masino. Mr. Lombardi and Mr. Leach are not present for the vote.

Agenda Item 12: Board Questions and Answers

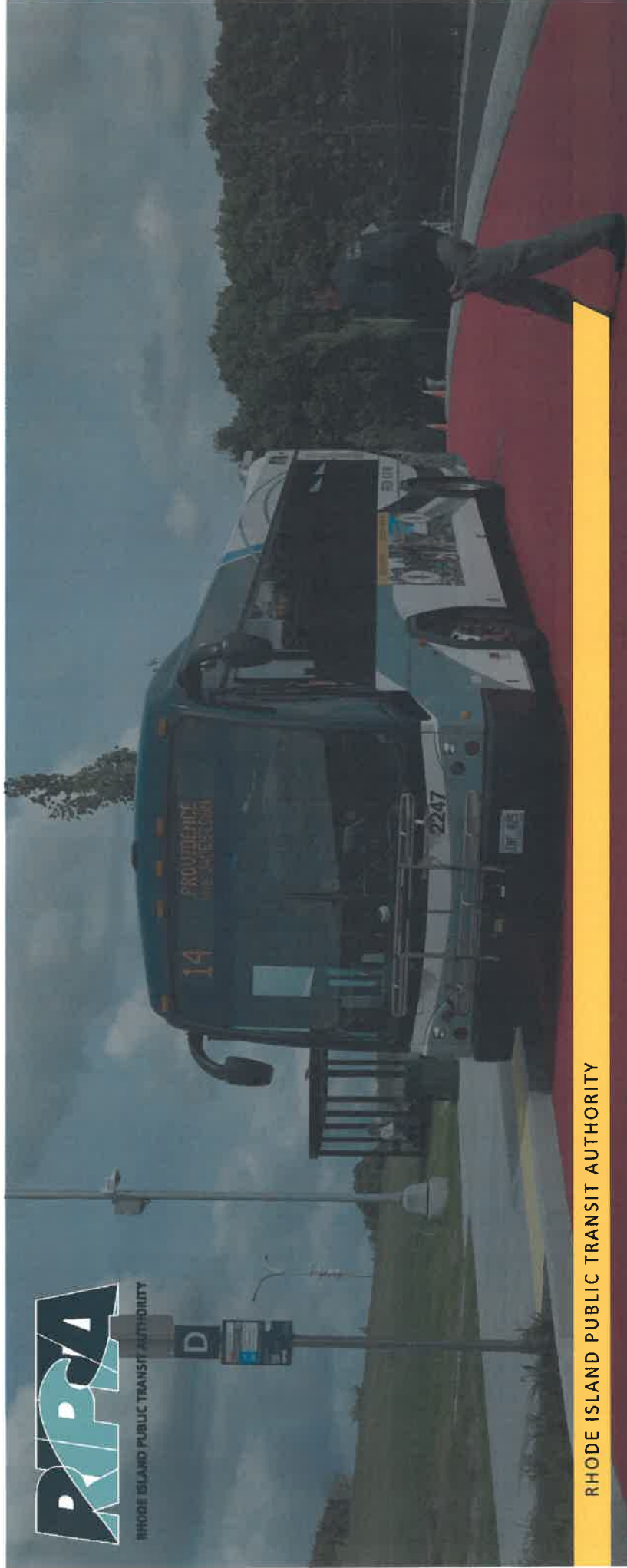
The Board requested that RIPTA address the correspondence received from the RI Transit Riders.

Agenda Item 13: Adjournment – 3:29 p.m.

Mr. Crowley makes a motion to adjourn. Mr. Masino seconds, and the motion passes with favorable votes by Director Alviti; Mr. Kells; and Mr. Benoit. Mr. Lombardi and Mr. Leach are not present for the vote.

Respectfully submitted,

Patrick Crowley, Secretary



RHODE ISLAND PUBLIC TRANSIT AUTHORITY

MAY 2024

**MONTHLY FINANCIAL AND OPERATIONAL REPORT
BOARD OF DIRECTORS MEETING**

RHODE TO RIPTA



Customer Satisfaction Survey

RIPTA invited the public to participate in the 12th annual Customer Satisfaction Survey. Passengers, whether they ride frequently or infrequently, were invited to take the online survey in either English or Spanish. RIPTA was one of 19 transit agencies nationwide offering the survey this year, prepared by the American Bus Benchmarking Group (ABBG). The ABBG is a consortium representing mid-sized transit agencies that are seeking to improve their operations by working collaboratively and measuring each other against uniform performance measures. In addition to helping RIPTA, the combined result of the surveys from the participating transit agencies will help establish best practices in public transit.

On Campus Outreach

RIPTA's Commuter Resource RI transit specialists traveled to universities and schools across the state to teach students how to access public transit. At the University of Rhode Island and Salve Regina University, we extended a warm welcome to prospective students, answering all of their questions about exploring Rhode Island using public transit! In Newport, staff presented the How to Ride Guide to Rogers High School students and provided one on one trip planning. Additionally, staff sat on a panel at the Lincoln School's LEAP Week 2024 sharing their expertise on sustainable ways we can help better the world around us – like riding the bus!

State Offices Community Fair

RIPTA, along with state agencies like the Office of Energy Resources and the Department of Health, tabled this event on Saturday, April 13. Staff were onsite to answer questions and process Photo ID bus pass applications.

Public Hearings on Revised Proposed Service Changes

RIPTA held public meetings in April in West Warwick, Pawtucket and Kingston to present proposals for new mitigated service changes. The new changes primarily affected routes in Providence and Kent counties. The Board of Directors did not vote on the proposed changes. As a result, these changes will not be implemented in June.

2024 Community Site Visits for Reduced Fare Bus Pass Program for Seniors and People with Disabilities

RIPTA staff traveled to the Narragansett Senior Center, North Kingstown Senior Center and the Benjamin Church Senior Center in Bristol.

Employee SPOTLIGHT

Ruth Sullivan

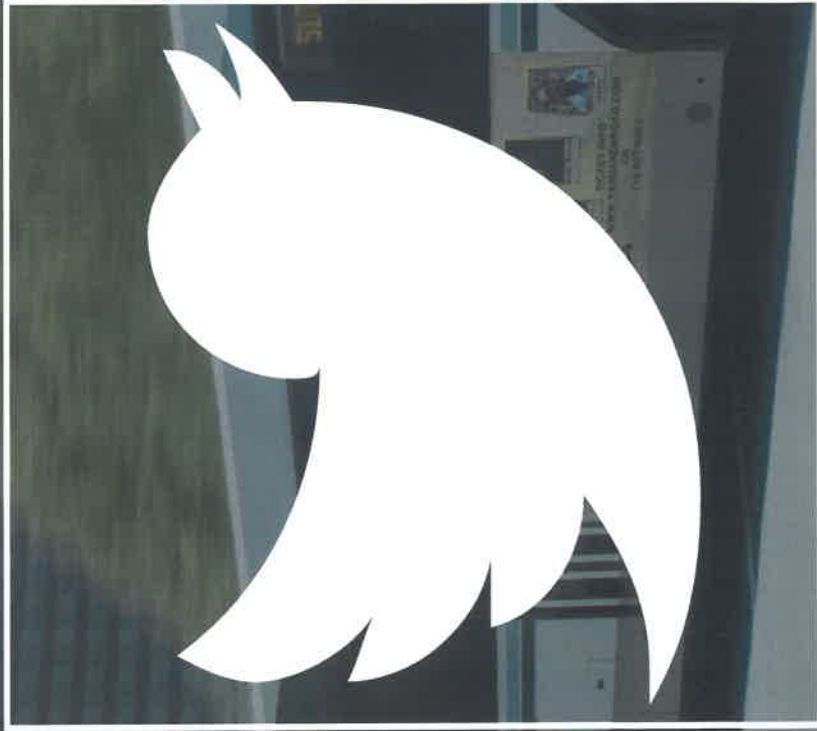
Fixed-Route Bus Driver (Newport)

Ruth, a driver based in Newport, bursts with positive energy and an easy, genuine laugh. She jokes that she's only an honorary Rhode Islander, having lived here for years but raised in the Midwest and western Massachusetts. Given the amount of time she's spent driving the streets of Rhode Island and serving the community, we think she can consider herself a local. She started at RIPTA driving for two years in our Flex Division, but as a former school bus driver, she was eager to start driving the larger, fixed-route buses. Since then, for 18 years, Ruth has worked out of Newport driving Routes 60, 67, 64, and 14. Ruth knows all her regulars, and they certainly know her. "It's been a very nice career."

What would she tell someone that was considering becoming a bus driver? Ruth describes the perfect bus driver as someone's who friendly, helpful, and sociable – personality traits Ruth has in spades, but not the reason she became a bus driver. When asked why she decided to drive for RIPTA, her response is simple. "Because it's unionized. If you do your job properly, you're protected." She brings up a great point - the Amalgamated Transit Union (ATU), Division 618, represents RIPTA's 488 fixed-route and paratransit drivers. The ATU was successful in securing increased wages for drivers this past winter, working with RIPTA on a collective bargaining agreement that increased the starting driver wage from \$21.71 per hour to \$25.33 per hour.

Ruth lives in Tiverton where she enjoys living by the ocean and going for bike rides on the Sakonnet River Bridge. She is retiring this July after her 20-year long career at RIPTA to spend time with her brand-new grandson. "It's been quite a nice experience, to know more of Rhode Island and Rhode Islanders." While we're sad to see her go, it makes us so happy to know she brightened the days of so many RIPTA passengers with her warm personality. We wish her the best of luck in her new role as a grandmother!





Daniel
@Provydense

Today I sent a testimony letter to support H7774 which would fund @RIPTA_RI by \$70M+!

My own partner relies on RIPTA to get to work. Buses move workers to their jobs and keep people employed. Let's keep our economic wheels moving.

11:45 AM • April 10, 2024

LOST SERVICE HOURS

LOST TRIPS by DAY APRIL 2024

Trips Ran and Cancelled/Uncovered by Work Date*

● Trips Ran ● Cancelled or Uncovered **

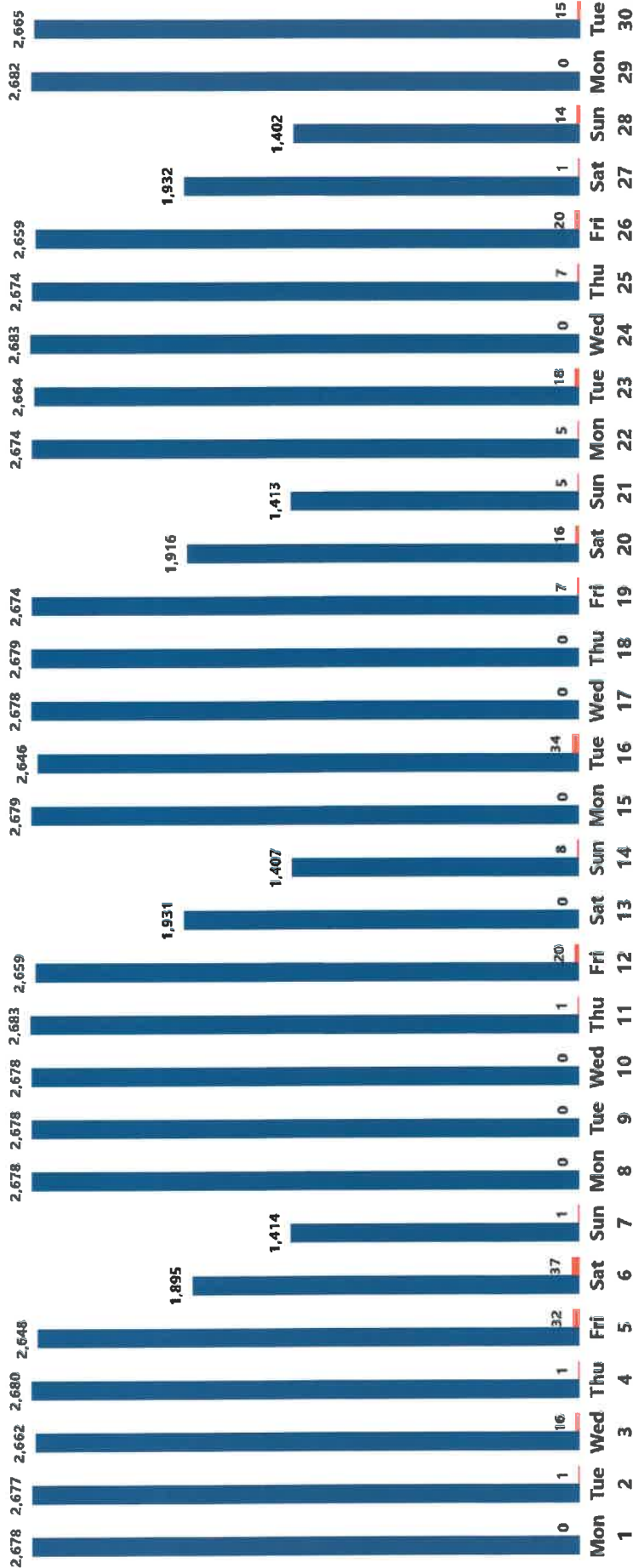
72,088
Trips Ran

259

Cancelled/Uncovered

0.36%

Percent Lost



* Counts based on regular trips

** Cancelled does not include Standby or School Cancelled trips

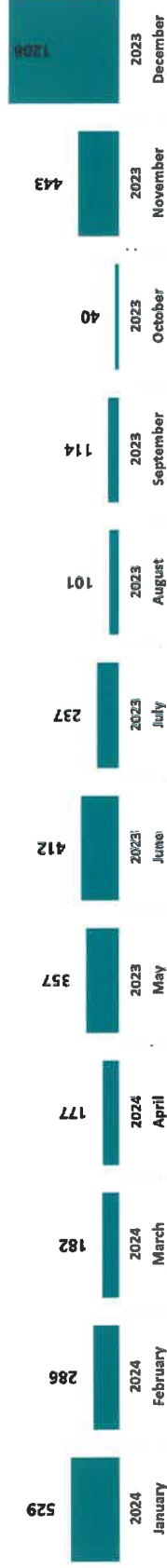
April

Last Update Date/Time

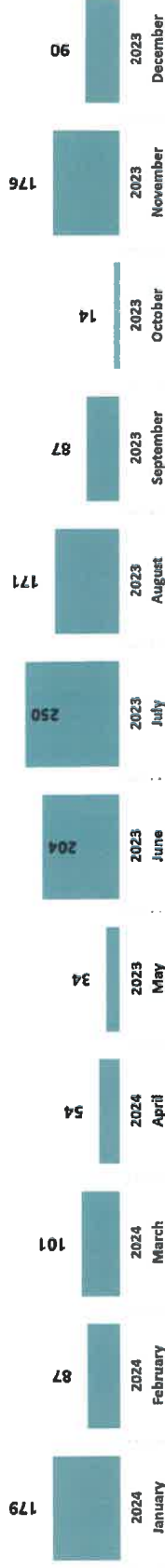
5/10/2024 6:34:56 AM

CANCELLED TRIPS by DAY of SERVICE

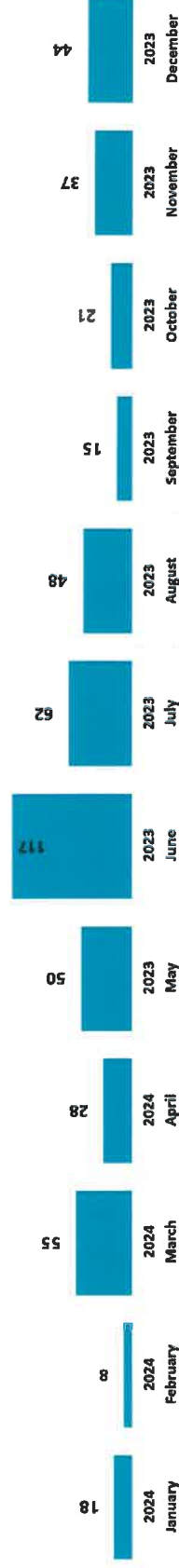
WEEKDAY CANCELLED TRIPS



SATURDAY CANCELLED TRIPS



SUNDAY CANCELLED TRIPS



BUDGET - ACTUAL

Budget to Actual - April 2024

	Monthly			
	Budget	Actual	VAR \$	VAR %
Budget-Actual FY 2024				
Federal Subsidies	\$2,876,809	\$4,446,198	\$1,569,389	54.6%
Federal Subsidies-CARES Act	\$2,318,020	\$4,500,000	\$2,181,980	94.1%
State Subsidies	\$3,704,265	\$3,850,596	\$146,330	4.0%
Other Revenue	\$511,127	\$832,601	\$321,475	62.9%
Passenger Fares	\$1,071,080	\$882,552	(\$188,528)	-17.6%
Third Party Fares	\$837,863	\$1,990,037	\$1,152,174	137.5%
Special Project Revenue	\$239,083	\$5,273	(\$233,811)	-97.8%
Total Revenue	\$11,558,247	\$16,507,256	\$4,949,009	42.8%
Salaries & Fringe Benefits	\$7,919,248	\$8,016,970	(\$97,722)	-1.2%
Contract Services	\$578,645	\$469,349	\$109,296	18.9%
Operating Expense	\$2,168,167	\$1,457,291	\$710,876	32.8%
Utilities	\$187,851	\$227,774	(\$39,923)	-21.3%
Capital Match & Repayment	\$42,833	\$0	\$42,833	100.0%
Debt Service	\$0	\$0	\$0	0.0%
Special Projects	\$239,083	\$0	\$239,083	100.0%
Total Expenses	\$11,135,829	\$10,171,384	\$964,444	8.7%
Surplus/(Deficit)	\$422,418	\$6,335,871	\$5,913,453	

- Federal subsidies are over budget due to large federal draw downs for both ADA reimbursement and relief funding.
- Passenger fares were under budget for the month of April, but third-party fares were more than expected due to an influx of Highway Maintenance funding.
- We received a prescription rebate in April under Other Revenue.
- Salaries & Benefits are close to budgeted numbers for the month of April.
- Operating expenses are under budget for due to lower maintenance costs and fewer claims than expected.

BUDGET - ACTUAL

Budget to Actual through April 30, 2024

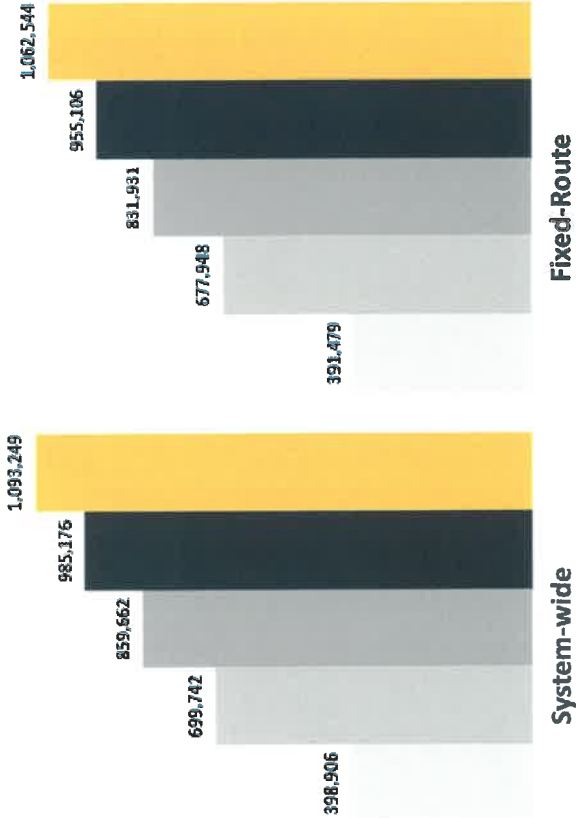
	Year To Date		
	Budget	Actual	VAR %
Budget-Actual FY 2024			
Federal Subsidies	\$28,768,087	\$24,828,742	(\$3,939,345) -13.7%
Federal Subsidies-CARES Act	\$23,180,202	\$20,587,367	(\$2,592,835) -11.2%
State Subsidies	\$39,267,894	\$35,098,988	(\$4,168,907) -10.6%
Other Revenue	\$5,054,116	\$6,887,573	\$1,833,456 36.3%
Passenger Fares	\$10,990,344	\$8,930,112	(\$2,060,232) -18.7%
Third Party Fares	\$9,632,581	\$9,158,392	(\$474,189) -4.9%
Special Project Revenue	\$2,390,833	\$390,535	(\$2,000,298) -83.7%
Total Revenue	\$119,284,058	\$105,881,708	(\$13,402,350) -11.2%
Salaries & Fringe Benefits	\$85,124,872	\$83,608,999	\$1,515,872 1.8%
Contract Services	\$5,786,824	\$5,554,623	\$232,200 4.0%
Operating Expense	\$23,110,206	\$15,720,477	\$7,389,729 32.0%
Utilities	\$1,866,745	\$1,606,499	\$260,246 13.9%
Capital Match & Repayment	\$428,333	\$0	\$428,333 100.0%
Debt Service	\$0	\$0	\$0 0.0%
Special Projects	\$2,390,833	\$100	\$2,390,733 100.0%
Total Expenses	\$118,707,813	\$106,490,699	\$12,217,114 10.3%
Surplus/(Deficit)	\$576,244	(\$608,991)	(\$1,185,236)

- ADA reimbursements are still behind year to date despite a large draw down in April.
- Relief funding is slightly lower than expected year to date.
- Passenger revenues are lower than expected.
- Salaries and Benefits are slightly under budget year to date.
- Operating expenses are under budget due to fuel prices, equipment repair and engine replacements being less than expected.

MONTHLY RIDERSHIP

April 2024 System-wide Ridership:

Year 2020 2021 2022 2023 2024



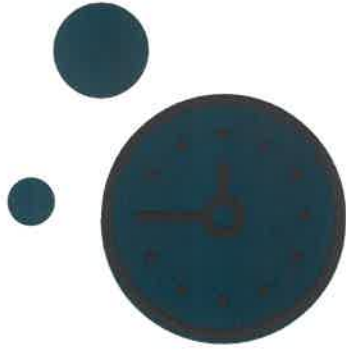
RIDERSHIP INCREASED 11% IN APRIL 2024 FROM APRIL 2023

Fixed-Route ridership counts come from the Automatic Passenger Counts (APCs) from UTA. Flex and Ride Paratransit ridership counts come from Reveal tablets for Ride, and 3rd party reports for Taxi trips.

ON TIME PERFORMANCE (OTP): FIXED-ROUTE

	2024	2023	2022	2021
APRIL	76.5%	81.3%	81.7%	83.2%
MARCH	78.3%	82.4%	82.2%	84.2%
FEBRUARY	78.3%	82.2%	81.3%	84.1%
JANUARY	77.3%	82.4%	82.2%	83.0%
DECEMBER		76.9%	80.2%	80.9%
NOVEMBER		77.9%	79.2%	79.3%
OCTOBER		77.3%	78.3%	78.6%
SEPTEMBER		77.0%	78.1%	79.1%
AUGUST		79.3%	81.3%	81.5%
JULY		79.5%	81.0%	81.8%
JUNE		79.1%	80.2%	80.9%
MAY		78.6%	81.1%	81.6%

OTP DECREASED BY 6% IN APRIL 2024 FROM APRIL 2023



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%

Low-Income Pilot Update

- Phase Two fare-free pilot ended 4/30/2024.
- In this phase, 174 participants received free transportation by pairing with one of seven partner organizations.
- 82 of these participants (47%) received case management through Mathewson Street Church. These participants accounted for 85% of all pilot trips during the month of April.
- In May and June, partner organizations may purchase fare products for their qualifying clients at a 50% discount through their Wave accounts.
- RIPTA continues to assist partners with fundraising; pending grant requests totaling \$1.3M.





Next Wave

Rhode Island Partners

- Progression to Task 2 of the Preliminary Services Agreement was approved by the RIPTA Board on 4/25/24 and an NTP was issued to Next Wave RI Partners on 4/30/24.

Task 2 activities and deliverables are in progress.

- RIPTA and NWRIP presented the first public “Transit Talk” event at the AMP on 5/13/24. The event was attended by over 200 constituents and over 130 completed questionnaires and comment cards were returned by attendees. Data is being analyzed.
- A second Transit Talk is scheduled for 5/30/24 at CCRl, and a virtual Transit Talk is targeted for the end of May 2024.
- RIPTA met virtually with staff from Rochester, NY Transit Center on 5/1/24 to get feedback on modern transit center operations/management.
- Working Group Meetings for the Transit Center and TOD Technical Design commenced on 5/14/24 and will continue weekly.
- Workshop Meetings for the Communications and Site Analysis Group are continuing weekly.
- Bi-weekly Project Meetings with NWRIP managers is ongoing. Bi-weekly Internal RIPTA Team Meetings are held on the off weeks to coordinate Providence Transit Center task activities, review deliverables and confirm next steps.
- Outreach to Stakeholder Organizations continues, with RIPTA expanding discussions to include twenty individual organizations.



MEMORANDUM

To: RIPTA Board of Directors

From: Steven Colantuono, Chief Legal Counsel

Date: May 10, 2024

Re: Executive Search

Dear Members of the Board

Please allow this to respond to the Board of Directors' (Board) request for a Memorandum outlining a potential process for RIPTA's Executive Search.

First and foremost, it is recommended that the Board utilizes the support of legal counsel, to wit: Savage Law Partners (Savage) to administer this process and ensure an arm's length procedure. RIPTA administration (RIPTA) can provide the internal procurement/recruitment support while Savage directs the process – particularly when it comes to the decision-making method.

The below is a suggested work stream based on the Board's discussion:

1. Initiate a competitive procurement process to engage professional executive recruitment services.
2. Review the MPA for appropriate professional services and solicit proposals from perspective vendors from that list.
3. Upon the close of the solicitation period, Savage presents the proposals to the entire board for review and decision. Once the decision is made, RIPTA can engage the selected proposer.
4. Should the MPA lack professional services in this area, or the board choose not to pursue a vendor from the MPA, then RIPTA can initiate an RFP. Once again, when the solicitation period ends, Savage presents the responsive proposers to the Board for a decision.
5. Once the executive search professional is engaged, the Board can establish an ad hoc subcommittee dedicated to advancing the search process. This

subcommittee can include one or two members of the board and other stakeholder representatives including a member(s) of the public (this is not an exhaustive list). Savage can guide the work of this subcommittee. RIPTA's Human Resources Department can coordinate the efforts of the search under Savage's guidance.

6. The subcommittee would be tasked with making recommendations to the board as to how to proceed.
7. After the subcommittee has made recommendations to the full board, Savage can administer the process to review those recommendations and subsequently vote on the next course of action.
8. Throughout the process, RIPTA personnel in both the Procurement and Human Resources Departments would be available to provide technical and "administrative" support.

The above represents a suggested order of steps to take in the Executive Search process premised upon the Board's discussion regarding the engagement of an independent service/person to assist with the process.

Respectfully,



Steven Colantuono
Chief Legal Counsel

RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO: Board of Directors

DATE: 05/23/2024

PREPARED BY: Sarah Ingle, Executive Director of Planning

DEPARTMENT: Planning

TITLE : Request for approval: 2024 RIPTA Rider Survey

The Planning Department requests authorization to enter into a contract with Warner Transportation Consulting for conducting an on-board survey of existing RIPTA riders, pursuant to RFP 24-24. This is for an initial first survey with the option of up to two additional surveys in outgoing years to be exercised at the sole discretion of the Authority. The cost for each survey has a base of \$163,082 with an additional 10% (\$16,308) in contingency for a total amount not to exceed \$179,390 . Should all three surveys be executed the total cost would not exceed \$538,170

BACKGROUND

FTA requires all transit agencies that operate 50 or more fixed route vehicles in peak service and are located in a Urbanized Area (UZA) of at least 200,000 people to collect survey data on passenger demographics and travel patterns no less than every five years. In compliance with this requirement, and with the further goal of maximizing service equity and efficiency through a data-driven approach to service planning. While the information RIPTA is required to ascertain through the survey is set forth in the FTA circular, Staff would welcome any Board input into the make-up of those questions and where possible, add any additional questions.

RIPTA issued RFP 24-24 on February 19, 2024 to engage a consultant to conduct an on-board survey in October of 2024. Proposals were received on March 27, 2024. Three firms submitted proposals: ETC Institute of Olathe, Kansas; Warner Transportation Consulting of Northampton, Massachusetts; and WBA Research of Lanham, Maryland. Best and final offers were received from the vendors. Proposal Evaluation Committee meetings were held on April 2 and May 14, 2024. The Evaluation Committee recommends awarding the contract to Warner Transportation Consulting, whose proposal was rated the highest of those received.

JUSTIFICATION

This project will enhance RIPTA's ability to promote system efficiency and ridership growth by providing data regarding passenger origins and destinations, transit system use, travel flows, fare media use, and public transportation access. It will support service and fare equity by providing the necessary information to conduct an accurate and comprehensive Title VI Analysis process. This will ensure RIPTA's compliance with Title VI which is critical to the ongoing receipt of federal funding.

Survey results will help RIPTA to better understand and serve our rider population, inform data-driven planning efforts, and optimize the efficacy of our communication with riders.

RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO: Board of Directors

DATE: 05/23/2024

PREPARED BY: Sarah Ingle, Executive Director of Planning

DEPARTMENT: Planning

FUNDING

FTA grant funds from RI Statewide Planning are available for 80% of the project cost. RIPTA Operating funds will be used as match for the remaining 20%.





ALTERNATIVES

The process of collecting a statistically significant survey sample requires significant technical expertise and is highly labor intensive; qualified outside staff support is needed in order to complete this work in a timely fashion. RIPTA staff can address questions or concerns but ultimately will need Board authorization to proceed with this mandatory effort.

RECOMMENDATION

It is recommended that the Board of Directors authorize contracting with Warner Transportation Consulting to conduct an on-board rider survey at an amount not to exceed \$163,082 plus an additional contingency of 10% of total project cost or \$16,308.20.

APPROVALS (shaded Departments must approve all Staff Summaries). Projects between \$5,000 and \$10,000 must have Department Director/AGM. Projects between \$10,000 and \$100,000 must have CEO also. Projects greater than \$100,000 must also have Board of Directors Approval

Department	Initial	Date	Department	Initial	Date
Budget/Finance		May 16, 2024	Maintenance/Facility		
Customer Service			Marketing		
Environmental/Safety			Planning		
Project Management		May 16, 2024	Procurement		May 16, 2024
Flex/Paratransit			Security		
Human Resources			Training		
Inform. Services			Transportation		
Legal/Risk Mgmt			Chief Exec. Officer		May 16, 2024

RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO: RIPTA Board of DirectorsDATE: 05/15/2024PREPARED BY: Sarah Ingle, Executive Director of PlanningDEPARTMENT: PlanningTITLE : Request for Approval: Comprehensive Operational Analysis

The Planning Department requests authorization to enter into a contract with a team led by AECOM and its sub-consultants of VJS-TC LLC and Diversified Workforce Solutions LLC, to conduct a comprehensive analysis of RIPTA operations and performance. The consultants will assess organizational efficiency, perform a peer agency review, and develop a comprehensive year-by-year plan for implementing Transit Master Plan and associated plan recommendations in an effective and sustainable manner. The cost of the contract is a base of \$376,660 with an additional 10% contingency of \$37,666 for an amount not to exceed \$414,326.00.

BACKGROUND

RIPTA is pursuing this operational analysis in fulfillment of a proposed state budget directive in accordance with which RIPTA must conduct an efficiency review of its transit operations and submit a report of findings to the Governor, Speaker of the House of Representatives, and the President of the Senate by January 1, 2025. Accordingly, an RFP for consulting services was issued on February 23, 2024. It was publicly advertised and directly forwarded to 16 potential respondents, with a proposal due date of March 26, 2024. RIPTA received responses from 4 teams: AECOM (with VJS-TC LLC and Diversified Workforce Solutions LLC), Foursquare ITP (with Bowman), InfraStrategies (with Nelson/Nygaard and ASG Planning), and TransPro (with Right Turn Solutions and Stat Team). As part of RIPTA's evaluation analysis process, the evaluation committee requested staff members of the RI Department of Transportation and Office of Management and Budget, review the proposals and offer comment. The committee then met on May 14, 2024 and after discussion and scoring determined that AECOM's proposal best met the expectations outlined in the scope of work.

JUSTIFICATION

This operational analysis will aid RIPTA and the State in identifying priorities and opportunities related to maximizing the quantity and quality of transit service delivery in the most cost-efficient manner possible. The review will be data-driven and will explore ridership, costs, and return on investment by service type in order to foster effective and sustainable transit operations.

RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO:

PREPARED BY:

DATE:

DEPARTMENT:

FUNDING

Planning funds from FTA formula grants are available for 80% of the project cost. RIPTA Operating funds will be used as match for the remaining 20%.

ALTERNATIVES

This comprehensive operational analysis is a state budget directive in the proposed FY 2025 State Budget. If the Board of Directors opts not to authorize this award, a new procurement could be initiated but the deadline of January 1, 2025 would likely be missed. The recommended vendor has confirmed their ability to complete the analysis on time. A delay, however, would put this timeline at risk.

RECOMMENDATION

It is recommended that a contract be awarded to the team of AECOM, VJS-TC LLC and Diversified Workforce Solutions LLC to conduct a comprehensive operational analysis of RIPTA operations and performance in an amount not to exceed \$414,326.00.

APPROVALS (shaded Departments must approve all Staff Summaries). Projects between \$5,000 and \$10,000 must have Department Director/AGM. Projects between \$10,000 and \$100,000 must have CEO also. Projects greater than \$100,000 must also have Board of Directors Approval

Department	Initial	Date	Department	Initial	Date
Budget/Finance	<input type="text"/>	<input type="text"/>	Maintenance/Facility	<input type="text"/>	<input type="text"/>
Customer Service	<input type="text"/>	<input type="text"/>	Marketing	<input type="text"/>	<input type="text"/>
Environmental/Safety	<input type="text"/>	<input type="text"/>	Planning	<input type="text"/>	<input type="text"/>
Project Management	<input type="text"/>	<input type="text"/>	Procurement	jc	05/15/2024
Flex/Paratransit	<input type="text"/>	<input type="text"/>	Security	<input type="text"/>	<input type="text"/>
Human Resources	<input type="text"/>	<input type="text"/>	Training	<input type="text"/>	<input type="text"/>
Inform. Services	<input type="text"/>	<input type="text"/>	Transportation	<input type="text"/>	<input type="text"/>
Legal/Risk Mgmt	<input type="text"/>	<input type="text"/>	Chief Exec. Officer	<input type="text"/>	<input type="text"/>

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RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO: Board of Directors

DATE: 05/02/2024

PREPARED BY: Gary Jarvis, Chief Technology Officer

DEPARTMENT: IT

TITLE : Conduent API development - Automatic Trip Cancellation to GTFS Feeds

RIPTA Board of Directors is requested to award a contract to Conduent Transportation Solutions for the development of an Application Program Interface (API), to integrate with our recently approved Hastus upgrade to provide a digital pathway for real-time bus cancellations between Hastus and Conduent. The cost for development and implementation of this API is \$286,532.00.

BACKGROUND

The Conduent API will communicate with RIPTA's dispatching system (Hastus), used in Transportation for the scheduling of daily fixed route service, to automatically receive in any canceled service entries and push it out to the General Transit Feed Specification (GTFS). This feed provides the data used by RIPTA's Transit app, Google Maps, and the digital signage at bus stops. This will be real-time data for riders to determine if service they are waiting for is running.

JUSTIFICATION

The development of the API is a necessary component to complete the bridge between the data entered into RIPTA's in house system and that which is relayed to customers in real-time. The up to date information provided to riders as part of this service, will provide a level of confidence and accuracy that our ridership deserves. With this API, canceled trips will be automatically forwarded to the GTFS feed in a real-time fashion.

RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO: Board of Directors

DATE: 05/02/2024

PREPARED BY: Gary Jarvis, Chief Technology Officer

DEPARTMENT: IT

FUNDING

FTA grant funds are available for 80% of the project cost. RIPTA Operating funds will be used as match for the remaining 20%.




ALTERNATIVES

There is no other digital/software alternative to this API. RIPTA can continue to make these entry manually, but due to that manual process, they will continue to lag behind real-time updates.

RECOMMENDATION

RIPTA Board of Directors is requested to award a contract to Conduent Transportation Solutions to build the API.

APPROVALS (shaded Departments must approve all Staff Summaries). Projects between \$5,000 and \$10,000 must have Department Director/AGM. Projects between \$10,000 and \$100,000 must have CEO also. Projects greater than \$100,000 must also have Board of Directors Approval

Department	Initial	Date	Department	Initial	Date
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Inform. Services	gg	May 16, 2024	Transportation		
Legal/Risk Mgmt			Chief Exec. Officer		May 16, 2024

RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO: Board of Directors

DATE: 05/06/2024

PREPARED BY: Sarah Ingle, Executive Director of Planning

DEPARTMENT: Planning

TITLE : Pilot Program Addressing Transportation Needs of Low-Income Individuals Facing Housing Insecurity

RIPTA recommends creating a new six-month Pilot Program to build on prior research focusing on increasing transportation access for low-income people. Through this proposed pilot program RIPTA would select partner organizations through an application process to jointly fund transit fare products for low-income riders with a focus on those experiencing housing insecurity and/or homelessness. A total of \$150,000 in previously allocated funds would be made available in the form of a 50% discount on fare products to sponsoring organizations.

BACKGROUND

In October 2022, RIPTA established a pilot program for 775 low-income and unsheltered riders who did not qualify for RIPTA's senior/disabled program but still needed assistance with paying for transportation. Initially, 12 organizations assisted their clients with program applications until enrollment closed in mid-March 2023. Pilot participants received photo ID Wave cards that enabled them to board RIPTA buses for free.

Adhering to federal Title VI rules, RIPTA's Board of Directors then authorized a new pilot in October 2023. During this pilot RIPTA entered into agreements with seven organizations (Blackstone Valley Community Action Program, Community Care Alliance, Comprehensive Community Action Program, East Bay Community Action Program, Mathewson Street Church, Tri-County Community Action, and Turning Around Ministries) enabling them to utilize Wave institutional accounts to link pilot participants' Wave cards and add monthly passes while RIPTA covered the cost. In May and June, RIPTA is allowing these organizations to add fare products to their clients' Wave cards at a 50% discount.

Through this pilot, we observed significantly heavier ridership among participants experiencing homelessness, particularly in the Providence area. Of the 174 total participants statewide, the 82 receiving case management through the homeless-serving Mathewson Street Church, based in Providence, accounted for 87% of all pilot trips during the months of March and April.

Based on these findings, a third pilot is proposed through which organizations serving low-income individuals experiencing housing insecurity and homelessness may apply to access fare products at a 50% discount on behalf of qualifying clients. This will provide an opportunity for additional organizations to access discounted fares and for RIPTA to gain further insight into the travel behavior of a high-ridership, transportation-disadvantaged population. Organizations must already have an institutional Wave account with RIPTA and must submit an application describing their work addressing housing insecurity and/or homelessness and the process they would use to qualify clients for this program. The current seven partners will be invited and encouraged to apply. A total of \$150,000 would be made available for this pilot. (See attached memorandum dated October 17, 2023 for additional information.)

JUSTIFICATION

As the previous low-income pilots have shown, participants experiencing homelessness, particularly in the Providence area, are highly dependent on RIPTA to access basic necessities, employment, job training, health care, and meals on a daily basis. When the Phase Two pilot was authorized by the Board of Directors in October 2023, a total of \$280,000 was allocated for the period of November 1, 2023 through June 30, 2024; currently a total of \$150,000 of this set-aside remains available. Therefore, no additional funding would need to be allocated.

Furthermore, because increasing transit ridership is central to advancing Rhode Island's greenhouse gas emissions reduction and traffic congestion mitigation goals, both the RI Department of Transportation and the RI Department of Environmental Management have submitted federal grant requests for fare subsidies for low-income riders. Authorizing this pilot program would establish a bridge in the event that these grants are awarded. Notification is anticipated this autumn.

RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO: Board of Directors

DATE: 05/06/2024

PREPARED BY: Sarah Ingle, Executive Director of Planning

DEPARTMENT: Planning

FUNDING

RIPTA will allocate a total of \$150,000 previously allocated funds for the six-month period between July 1, 2024 through December 31, 2024.

ALTERNATIVES

The Board of Directors may opt to not authorize this pilot program. In this case, the remaining previously allocated funds would revert to the general budget and discounted fare products would no longer be available to partner organizations. These organizations could still fund their clients' transportation at standard rates.

RECOMMENDATION

It is recommended that a new six-month Pilot Program be authorized to benefit low-income individuals experiencing housing insecurity and/or homelessness.

APPROVALS (shaded Departments must approve all Staff Summaries). Projects between \$5,000 and \$10,000 must have Department Director/AGM. Projects between \$10,000 and \$100,000 must have CEO also. Projects greater than \$100,000 must also have Board of Directors Approval

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Customer Service	<input type="text"/>	<input type="text"/>	Marketing	<input type="text"/>	<input type="text"/>
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Human Resources	<input type="text"/>	<input type="text"/>	Training	<input type="text"/>	<input type="text"/>
Inform. Services	<input type="text"/>	<input type="text"/>	Transportation	<input type="text"/>	<input type="text"/>
Legal/Risk Mgmt	<input type="text"/>	<input type="text"/>	Chief Exec. Officer	<input type="text"/>	<input type="text"/>

Signature: 
Sarah Ingle (May 16, 2024 13:48 EDT)

Email: ingle@ripta.com

Signature: *Nathan Watchous*

Email: nwatchous@ripta.com

Signature: 
Christopher Durand (May 16, 2024 16:14 EDT)

Email: cdurand@ripta.com










Staff Summary 3rd Low Income Pilot FINAL 5-16-2024 (2)

Final Audit Report

2024-05-16

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By:	Sarah Ingle (ingle@ripta.com)
Status:	Signed
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"Staff Summary 3rd Low Income Pilot FINAL 5-16-2024 (2)" History

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-  Document e-signed by Christopher Durand (cdurand@ripta.com)
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To: Members of the Board of Directors
From: Scott Avedisian, CEO 8
Date: October 17, 2023
Subject: Low-Income Pilot Program: Final Report and Recommendations for Next Steps

In October 2022, the Rhode Island Public Transit Authority (RIPTA) Board of Directors directed staff to establish a pilot program to provide bus passes to low-income and unsheltered individuals in need of transportation assistance. Individuals aged 6 to 65, with incomes at or below 200% of the federal poverty level, and who did not qualify for any existing transit benefit program, were eligible to participate in the pilot, through which they would be provided a Wave Photo ID enabling them to access unlimited travel on RIPTA's fixed-route network through the end of the pilot period. In partnership with twelve human services organizations,¹ including homeless-serving organizations and Community Action Programs, a pool of 775 participants was established and the limited-term pilot initiated. In September 2023, the Board of Directors authorized a one-month grace period for pilot passholders together with a request for additional information regarding the initial pilot and a recommendation for further action.

Program Startup and Onboarding

During the onboarding process, 573 of the 775 program participants completed a survey, which provided the following information:

- 3% reported that they were new to RIPTA
- 60% were already using RIPTA daily
- 39% stated their most recent bus trip was for work
- 23% stated their most recent bus trip was for medical
- 85% stated that they had never received a fare product from another organization (of the 15% reporting having received fare products in the past, the most common sources of those fare products were non-profit organizations and MTM, Rhode Island's Medicaid non-emergency transportation provider)

Program Utilization Analysis

As noted above, a total of 775 Wave passes were issued at the outset of the pilot. Over the course of the six months during which pilot data was tracked, the number of these passes being actively used declined from 557 to 317 (218 of the distributed passes were never used). Overall, as of September 30th, a total of 128,347 trips were taken, with a robust average utilization of 40-plus transit trips per active passholder each month. Trips were most frequent on the following routes: 20, 21, 22, 31, 72 (all in the Providence metro area), and boardings were most frequent at the following stops and hubs: Kennedy Plaza, Dorrance before Pine (Downtown Providence), Howard before Regan (Cranston, near the

Harrington Hall shelter), Cranston and Parade (Providence, near the Cranston Street Armory warming center), and RIPTA's CCRI Warwick Transit Center.

RIPTA charges a fare of \$2 per trip, \$6 for a day pass, or \$70 for a monthly pass. In 2020 RIPTA introduced a fare-capping system through which no rider using an account-based Wave card pays more than \$6 in a given day or \$70 in a given month, regardless of whether they purchase a day pass or monthly pass up front or "tap as they go." This is especially beneficial to low-income riders who may not have sufficient funds up front to cover the cost of a pass. Because fares make up 15-20% of RIPTA's operating budget, waiving fares has an impact on RIPTA's bottom line; the foregone fare revenue associated with this pilot was \$257,000, or approximately \$40,000 per month.

It was noted that the number of participants actively using their passes declined steadily over the course of the pilot, from 573 to just 317 in September. Through discussion with partner organization representatives, it was determined that the most likely reason for this steady decline was that participants may have lost their cards and, for various reasons, did not seek a replacement. (See following section for further consideration of this topic.)

On a similar note, when ridership was analyzed to explore whether pass utilization varied based on the sponsoring organization of a passholder, a clear pattern emerged wherein across all partner organizations, some passholders rode frequently while others used their passes infrequently or not at all. This held true across both homeless-serving organizations and CAP agencies. In discussions with partner organizations, it was felt that this pointed to an opportunity to gain program efficiency and effectiveness through closer case management on the part of the partners.

Lastly, although the pilot was targeted toward individuals who did not qualify for other transit benefit programs, it was hypothesized that some participants had previously received bus passes through RIPTA's Reduced Fare Bus Pass Program for Low-Income Seniors and People with Disabilities (S/D). A cross-reference of the pilot and S/D program rosters determined that 115 pilot program participants had been enrolled in in the S/D at some point in the past.

Partner Organization Feedback and Input Regarding Next Steps

Following the September Board of Directors meeting, RIPTA convened two online focus groups to solicit input from the partner organizations. The meetings took place on 10/5 and 10/11 and were attended by a total of 15 partner organization employees. Regarding the pilot program overall, the representatives noted the following:

- The pilot was highly beneficial to clients. Affordable transportation enabled them to access work, medical care, food, and other essential services.
- The level of support provided by RIPTA staff was greatly appreciated.
- There is strong interest in seeing the program expanded to enable new clients to be enrolled.
- There should be a means by which to discontinue benefits to inactive passholders, after verifying that these individuals were no longer in need of this service, and to add new clients as needed.
- Regarding the steady drop in pass utilization during the pilot period, a more direct case management approach on the part of sponsoring organizations could help ensure that clients did not fall off the radar. This could be accomplished by giving organizations direct access to fare products which could in turn be provided to clients on an as-needed basis.
- Regarding the enrollment in the pilot of individuals potentially eligible for other benefits (such as those offered through the S/D program), this could be addressed through a closer working relationship between RIPTA and sponsoring organizations, including a clarification and joint enunciation of eligibility parameters.

Partner Organization Input Regarding Funding

- The partners communicated that they recognize the need for funding in order to sustain the benefit program, and expressed a willingness to explore potential funding options, including purchasing Wave cards on an as-needed basis for clients.
- A discounted rate would greatly enhance the likelihood of success for this approach.
- Some of the partners already allocate a portion of their budgets toward RIPTA fare products and, with expanded resources, could allocate more.
- The partners suggested other potential sources of funding to benefit low-income riders, including: state agencies such as the Department of Health, the Department of Labor and Training, RI Housing, DHS, and Medicaid insurance providers, all of which have a vested interest in ensuring equitable access to their respective programs and services.

Peer Review

RIPTA participates in a peer benchmarking organization, the American Bus Benchmarking Group, and through this forum studied seven peer agency low-income pass programs.ⁱⁱ Top findings of this research are as follows:

- **None of the programs offer fare products for free.** Six of the seven programs offer a 50% discount; one offers a 75% discount.
- Partnerships with human services organizations are vital, especially when it comes to determining eligibility of beneficiaries. Five of the seven programs piggyback on human services program enrollment to confirm recipient eligibility. Details vary widely – in some cases eligibility links to qualification of SNAP benefits, in other cases housing benefits, etc. – but the bottom line is that cross-enrollment reduces uncertainty, the potential for fraud, and administrative burden on both beneficiaries and transit agencies. Three of the peer programs take this a step further, with the programs being directly managed by human services agencies, which purchase fare products on behalf of clients. This enables the transit agencies to focus on their core mission of providing transit service, while partners focus on case management.
- Three of the seven programs are supported with dedicated funding.

Recommendation

As the winter months approach, cutting off transportation to current passholders is not a desirable option. However, the program cannot simply be extended, due to Title VI rules and the limited scope of the pilot. A fare study and equity analysis will need to be conducted and can help shape a potential permanent fare assistance program to benefit low-income riders. In order to continue providing subsidized transportation to current pilot participants while this work proceeds, RIPTA will need to restructure the pilot program in accordance with Title VI rules. This new pilot version would be called Phase 2.

During Phase 2, RIPTA will restructure how the pilot is managed on the backend, transitioning from photo ID passes issued by RIPTA to fare products secured by partner organizations through RIPTA's Wave portal.

RIPTA launched the Wave fare system in 2020, and today more than 150 non-profits, state agencies, schools, and other organizations manage their own Wave institutional accounts to fund transportation for their clients and customers. Many of these are human services organizations receiving state and/or federal funds of which, in recognition that transportation is a key social determinant of health, transportation is an eligible use. For example, Rhode Island's TANF-funded RI Works program, Medicaid-funded non-emergency transportation program, and DCYF, and Veterans' Services transportation

programs all purchase fare products from RIPTA at full price. Direct Wave portal access enables providers to target transportation assistance to those most in need while maximizing limited resources.

- **Phase 2 Pilot – Months 1 through 3.** During the first half of Phase 2 (November 2023 through January 2024), RIPTA will extend passes for all pilot participants while providing training to partner organizations not already familiar with managing accounts through the Wave portal.
- **Phase 2 Pilot – Months 4 through 6.** During the second half of Phase 2 (February through April), RIPTA will turn over management of client passes directly to partner organizations. RIPTA will cover the full cost of fare products through April.

Throughout Phase 2, RIPTA and partners will seek and budget funding for the ongoing maintenance of the program. As noted above, potential funding sources include state agencies such as the Department of Health, the Department of Labor and Training, RI Housing, DHS, and Medicaid insurance providers, all of which have a vested interest in ensuring equitable access to their respective programs and services.

Some of the partner organizations have noted that they already receive funding through these sources and, given sufficient time to plan and budget, could set a portion of allocated funds aside to support transportation for clients in need.

For an additional two months following Phase 2 (May and June), RIPTA could offer a 50% discount on fare products. This would bring a substantial level of benefit to partners and their clients through the end of RIPTA's fiscal year.

Rhode Island's Statewide Human Services Transportation Coordinating Council, established in 2018 and facilitated by RIPTA, offers an ideal forum for convening relevant stakeholders to discuss funding opportunities.

Phase 2 Pilot Vision

- At the conclusion of Phase 2, sufficient funding will have been identified to continue the current level – if not greater – of service to low-income riders. Client support and active case management will be provided by participating human services organizations, who are best qualified to carry out this work, while RIPTA staff will be enabled to provide greater attention to the provision of quality transit service, including the enhancement of service to key destinations frequented by low-income riders. The program will be fully scalable, so riders can still benefit to the extent that funding is identified.

While RIPTA is not a social service agency, we understand the value and importance of transit to low-income Rhode Islanders. As such, we are committed to helping our partner agencies secure the resources needed to fund Wave cards for low-income and unhoused individuals who do not qualify for other existing transit assistance programs.

ⁱ Blackstone Valley Community Action Program, Church Beyond the Walls, Community Action Partnership of Providence, Community Care Alliance, Comprehensive Community Action Program, Crossroads Rhode Island, East Bay Community Action Program, Mathewson Street United Methodist Church, Rhode Island Coalition to End Homelessness, Tri-County Community Action Agency, Westbay Community Action Program

ⁱⁱ The seven peer agencies are: Clark County Public Transportation Benefit Area (C-TRAN), Des Moines Area Regional Transit Authority (DART), Foothill Transit, Niagara Frontier Transportation Authority (NFTA-Metro), Pinellas Suncoast Transit Authority (PSTA), Pittsburgh Regional Transit, Utah Transit Authority (UTA)