



## Greetings from the Interim RIPTA Chief Executive Officer

Dear RIPTA rider,

On April 16, 2024, the Rhode Island Public Transit Authority (RIPTA) Board of Directors appointed me as interim Chief Executive Officer. I am writing today to express my gratitude and understanding.

As a long-time employee of RIPTA, I have come to love everything about RIPTA - from the work that goes into putting buses on the road each day to watching riders utilize the system. In this new role I have been able to get out from behind the desk to ride buses and spend more time with our transit operations staff. On a recent bus trip, I was heartened to watch a family board. As a father, I know firsthand that traveling with children in any mode can be complicated, but managing a stroller, paying for fares, and navigating a transit system adds many more layers of complexity. They were not deterred though and spent the whole ride laughing and playing together, which was such a great sight to see.

As a rider, you know the value of transit across the state. While we certainly have our challenges in lacking both funds and employees to meet our goals, we still have plenty of resources to work on improving the system today. We are looking at ways to improve our onboarding process to make it easier for applicants to get the training and licenses needed to drive a bus. We are also looking at how to utilize money from the Bipartisan Infrastructure Law to make improvements to passenger facilities across the state. Another short-term goal is to improve the information available to riders, such as updates on bus arrival times, guidance on which bus to take and how to obtain fare products.



After careful consideration of the feedback received from our passengers and community members, I recommended to the Board of Directors that they defer a vote on the proposed service changes. We believe our recruitment efforts will provide us with adequate drivers in the long-term to ensure that all trips run. Unfortunately, this does mean that we will continue to see cancelled trips in the coming weeks. We are working to improve how we communicate these cancelled trips and will be starting to ensure notifications are sent out via Transit app and Google Maps.

We will have more to say about all of these topics in the coming weeks. In the meantime, we do want to hear from you. Please [click here](#) to take our Annual Customer Satisfaction Survey. The feedback we gather from this survey will help guide us in our decision-making process.

Thank you for your continued support and patience as we navigate through these changes together.

Sincerely,

Christopher Durand  
Interim Chief Executive Officer, RIPTA

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## We Need Your Input at Transit Talks

### Your feedback will shape the future of Providence's new transit center

RIPTA and Next Wave Rhode Island Partners have been working diligently to bring a new, state-of-the-art transit center to Providence. We recognize the invaluable input both our riders and employees can provide in shaping this project.

We're excited to announce the first of many public meetings to gather feedback on this project. **This first "Transit Talks" public engagement session will be held on Monday, May 13, 2024, from 4pm to 7pm at the Amica Mutual Pavilion, 1 LaSalle Square, Providence.**

Your participation is invaluable to us, and we encourage you to attend and share your insights, opinions, and feedback. As a RIPTA rider, your perspective is crucial in shaping the future of public transportation in Providence.

In an effort to make this family-friendly event as accessible as possible, translators will be on-site at this event to support participants who speak

**Spanish and Portuguese**, along with a **sign language interpreter** to assist those who are deaf or hard of hearing. Refreshments will be served.

Please [click here](#) to RSVP.

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## Rethink your ride during National Bike Month

May marks National Bike Month, a celebration championed by the League of American Bicyclists and embraced by communities nationwide. Since its inception in 1956, this month offers a platform to highlight the myriad advantages of cycling, aiming to inspire newcomers to take up biking.

As part of this annual celebration, RIPTA's Commuter Resource RI team is challenging you to participate in the **No Pollute Commute Bike to Work Challenge starting today, May 1, 2024.**

It's free and easy to participate! [Click here](#) to create an account and start logging your bike trips. The more you bike to work, the more chances you have to win prizes. **You don't have to bike all the way every day; just one bike trip to your local bus or train stop during the challenge counts!**

But wait! There's more! By logging your green trips, you'll be able to track money saved from not buying gas, reduced CO2 emissions, gallons of gas saved, reduced miles driven by car and calories burned!

The **No Pollute Commute Bike to Work Challenge** is a fun and engaging way to try the healthy option of pedal power for part or all of your commute. Choosing to ride a bicycle to work offers many benefits including saving money, boosting morale and health, reducing traffic congestion, and reducing harmful automobile emissions.

Don't forget – you can ride your bike part of the way to work and then let RIPTA get you the rest of the way there! All of RIPTA's fixed-route buses are equipped with a bicycle rack that can fit two bicycles each.



Visit [RIPTA.com/BikeToWork](https://www.ripta.com/BikeToWork) for details.

Need help planning your two-wheeled commute? Email [commuter@RIPTA.com](mailto:commuter@ripta.com) today!

# MAY 1 - MAY 31, 2024

## BIKE TO WORK 🚲 WIN PRIZES 🚲 SAVE THE PLANET

### *New To Biking? We're Here For You!*

### STOP BY RIPTA'S CELEBRATION STATIONS

WED., MAY 1 | 6AM-9AM: Memorial Park, Providence  
 WED., MAY 8 | 6AM-8AM: Base of the George Washington Bridge, East Prov.  
 WED., MAY 15 | 6AM-9AM: Jewelry District, Providence (Ship St. & Richmond St.)  
 WED., MAY 22 | 6AM-9AM: Michael S. Van Leesten Memorial Bridge, Prov. (city side)  
 WED., MAY 29 | 6AM-9AM: Michael S. Van Leesten Memorial Bridge, Prov. (east side)

*Bike to Work Month Closing Party at Black Duck Tavern on May 31 from 4:30pm-6:30pm!*

Visit [RIPTA.com/BikeToWork](https://www.ripta.com/BikeToWork) to learn more  
and **JOIN THE CHALLENGE!**



## Jobs with Benefits AND a Pension?

RIPTA drivers receive a pension plus medical, dental and vision coverage for their families.

### JOB FAIR

RIPTA will be hosting a job fair on **Friday, June 21, 2024, from 10am to 3pm** at RIPTA headquarters located at 705 Elmwood Avenue, Providence. Interested applicants are encouraged to stop by or apply online at [\\*RIPTA.com/careers\\*](https://www.ripta.com/careers).

All new bus operators receive up to 8 weeks of paid training, including commercial driver license (CDL) education and certification.

### RIPTA Offers:

- Competitive Wages
- Pension Plan

- Health Benefits
- 457 Deferred Comp
- Dental Coverage
- Optional Life Insurance
- Vision Coverage
- Paid Vacation and Personal Time
- Flexible Spending Account
- Paid Sick Time
- Uniform Allowance

Visit [RIPTA.com/careers](https://ripta.com/careers) for more information.

**JOBS WITH BENEFITS AND A PENSION?**

RIPTA drivers get a pension plus medical, dental, and vision for their families.

**FUTURE YOU LOVES THAT**

STARTING AT **\$25.33** PER HOUR

[RIPTA.com/Jobs](https://ripta.com/Jobs)

**RIPTA**  
RHODE ISLAND PUBLIC TRANSIT AUTHORITY

## Only a Few Days Left to Take the Survey and Win \$70 in Wave Fare Value!

RIPTA wants to know how satisfied riders are with their bus service!

You're invited to take our annual **Customer Satisfaction Survey**, available **today through Sunday, May 5, 2024**.

Whether you're one of our daily passengers or you only ride once in a while, we want to hear from you! The feedback we receive from our annual survey helps RIPTA understand what we are doing well and where we need to direct future resources to improve our transit system.



**CUSTOMER SATISFACTION**

**RIPTA SURVEY**

**NOW THROUGH MAY 5**  
RIPTA.COM/SURVEY



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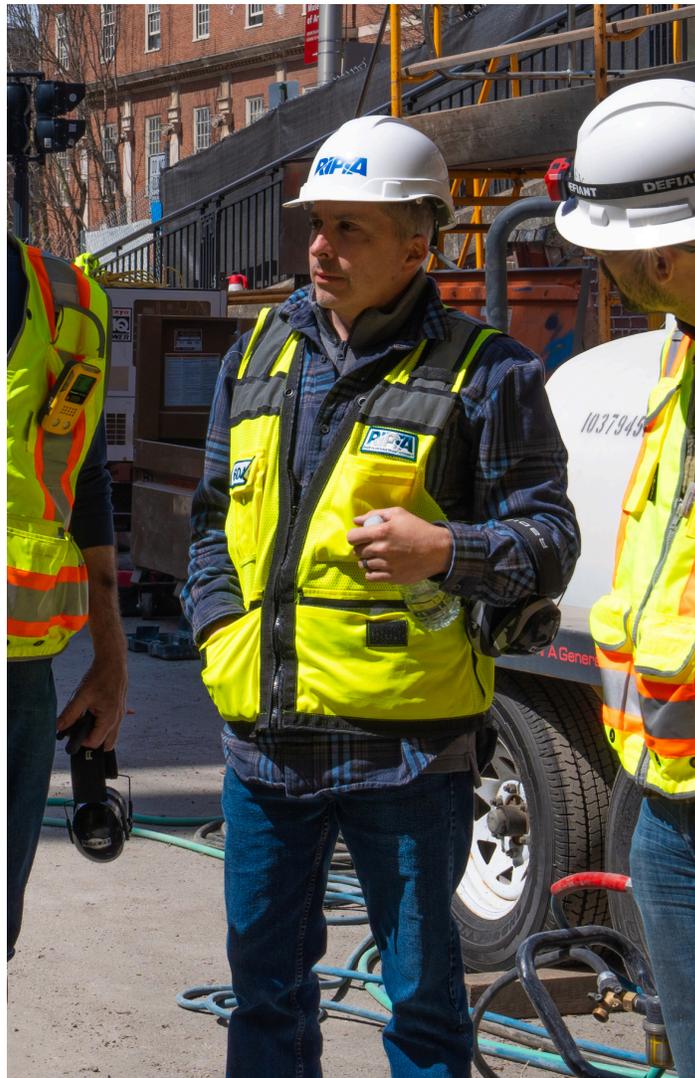
Each participant will be eligible for the chance to win a RIPTA prize pack, which includes \$70 of bus fare value on a Wave account.

**Click here** to take the survey in English or Spanish.

## Employee Spotlight

### Jack Plouffe, Project Manager

There's no typical day at RIPTA for Jack Plouffe, and that's just how he likes it. He's part of a team that manages large-scale initiatives at RIPTA like adding bus lanes and shelters at CCRI in Warwick and repairing the East Side Tunnel in Providence. Jack also works on projects in the RIPTA garage, keeping our mechanics and utility workers safe by installing new grates to allow for better drainage and less



slippage when buses return from the road covered in snow or rain.

Since the project management team was created three years ago, this dedicated group has been helping RIPTA by keeping projects on time and on budget. “Jack solves problems before they are even identified,” says James Canty, Deputy Chief of Planning & Project Management. Jack is an expert in saving RIPTA money before a project even starts, ensuring that the contractor correctly calculates the cost to complete each step of the project – thus preventing surprise charges down the road known as change orders. In fact, he has a knack for getting change credits, or making the whole project cost less than originally budgeted for, saving RIPTA hundreds of thousands of dollars. “This is my cup of tea,” he said, explaining the feeling of ownership that he gets while working on a project. “The challenge of the project and getting the project done. Every one of these projects is mine. It’s my baby.”

Jack chuckles while looking back on his past experiences. “I got a lot going on. Jack of all trades, right?” He grew up in East Providence - and after a brief stint in Johnson and Wales University’s Culinary Arts program - got his first construction job, gaining hands-on experience in different trades. From there, he earned a CDL to drive delivery trucks for Home Depot. In the 1990s, he went to school for an architectural certificate and associate degree in electromechanical engineering. One robotics business, lighting company, and sign manufacturer later, he was back to working in construction, this time as a General Manager.

Jack’s love of trying new things led him to pursue his real estate license and start a photography business. In fact, if you went to elementary school in Johnston in the 2000s, there’s a good chance Jack took the portrait that you sent to your grandparents. It’s no wonder then, with his love for the outdoors and a builder mindset, that Jack dreams of putting his skills to the test on the mentally and physically demanding TV show Survivor. But until he gets a call back for an audition, we’re happy that Jack will continue to put his talents to work for RIPTA.

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## **RIPTA Photo ID Bus Pass Road Trips**

RIPTA’s Photo Identification staff will travel to communities throughout the state to process bus pass applications for qualified seniors and individuals with disabilities who are unable to get to our office in Kennedy Plaza. Staff also provide travel training.

RIPTA staff will process Photo ID bus passes at the following locations:

**WESTERLY**

Thursday, May 2 • 10am - 12pm  
Westerly Senior Center  
39 State Street

**SOUTH KINGSTOWN**

Thursday, May 9 • 9:30am-11:30am  
South Kingstown Senior Center  
25 St. Dominic Road

**PAWTUCKET**

Thursday, May 16 • 10am - 12pm  
Leon Mathieu Senior Center  
420 Main Street

Thursday, May 30 • 10am - 11:30am  
Fogarty Manor  
214 Roosevelt Avenue

Thursday, May 30 • 10am - 11:30am  
Kennedy Manor  
175 Broad Street

**EAST PROVIDENCE**

Thursday, May 23 • 12:30pm-2:30pm  
East Providence Senior Center  
610 Waterman Avenue



Photo ID bus passes cost \$10 and are valid for two years.

[Click here](#) to view upcoming RIPTA Photo ID Road Trips.

For information on how to qualify for RIPTA's Bus Pass Program for Seniors and People with Disabilities, customers can call (401) 784-9500, ext. 2012 or visit [RIPTA.com/ReducedFare](https://ripta.com/ReducedFare).

# SERVICE ALERTS

## HOLIDAY SERVICE

### **RIPTA Celebrates Memorial Day, Monday, May 27, 2024**

RIPTA will operate all regular fixed-route bus service on a Sunday/Holiday schedule on Monday, May 27 in observance of Memorial Day. All RIPTA offices will be closed on Memorial Day, except for the Customer Service Kiosk in the Newport Transportation Center. [Click here](#) for details.

## DETOURS

### **East Side Tunnel Closure:** Now - September 2024

Routes 1, 32, 33, 34, 40 and 61x are on detour through mid-September. [Click here to watch a video](#) on where you should board!

### **Aquidneck Island Police Parade:** Sunday, May 5, 2024

Routes 60, 63 and 67 will be detoured from 10am to 2pm.

### **Gaspee Days Celebration:** Saturday, May 25 – Monday, May 27, 2024

Route 4 will be detoured beginning Saturday, May 25 through Monday, May 27, 2024.

### **Brown University Commencement:** - Saturday, May 25 and Sunday, May 26

Routes 1, 33, 34, 35, 60, and 78 will be detoured on Saturday, May 25 from 9:30am to 8pm and on Sunday, May 26, 2024, from 6am to 6pm to accommodate Brown University’s Commencement. The East Side Tunnel, Thayer, Brook, Hope and Waterman Streets will all be closed during this time.

### **East Greenwich Memorial Day Parade:** Monday, May 27, 2024

Routes 14 and 16 will be detoured from 10am to 12pm.

Visit [RIPTA.com/alerts](https://ripta.com/alerts) for details on upcoming detours.



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