



HAPPY NEW YEAR!

Happy New Year to all of our passengers! We look forward to continuing to provide you with safe, reliable and cost-effective transit service with a skilled team of professionals responsive to our customers, the environment, and committed to transit excellence.

RIPTA will operate all fixed-route bus service on a Sunday/Holiday schedule on Sunday, January 1, 2023 in observance of New Year's Day. RIPTA offices will be closed on Monday, January 2, 2023. RIPTA will operate regular weekday service on Monday, January 2. [Click here](#) for details.



RIPTA TO RUN SUNDAY/HOLIDAY SERVICE SCHEDULE ON MONDAY, JANUARY 16, 2023

RIPTA will operate all fixed-route services on a Sunday/Holiday schedule on Monday, January 16, 2023 in observance of Dr. Martin Luther King, Jr. Day. [Click here](#) for details.

RIPTA TO SERVE NEW PAWTUCKET-CENTRAL FALLS TRANSIT CENTER

RIPTA's Pawtucket Transit Center is moving from Roosevelt Avenue to Pine Street and Goff Avenue. Starting Monday, January 23, 2023, Routes 1, 71, 72, 73, 75, 76, 78, 80, QX and the R-Line will be adjusted to serve the new [Pawtucket-Central Falls Transit Center](#) where you can connect with MBTA Commuter Rail service to Boston and Providence. Route 78 and the R-Line will continue to serve Roosevelt Avenue, as well as the new Transit Center.



WINTER WEATHER PREPARATION

During periods of heavy snow and ice, buses, like personal vehicles, may sometimes fall behind schedule, but rest assured RIPTA bus drivers will be working to reach your stop as soon as possible. Buses not only get slowed down by the snow, but also by surrounding traffic. Plan extra time for your commute and take an earlier trip if possible.

Passengers are always advised to use extreme caution at bus stops due to decreased visibility and slippery conditions. Passengers are also strongly advised to monitor news reports, check [RIPTA.com/alerts](https://ripta.com/alerts), download Transit app, and check RIPTA's social media outlets ([Facebook](#), [Twitter](#)) for service advisory updates.

RIPTA urges passengers to sign up for email alerts for the routes they ride. This service provides subscribers with information about detours, temporary service disruptions and service changes.

HOW TO SIGN UP FOR EMAIL ALERTS

To sign up for email alerts, visit [RIPTA.com/schedules](https://ripta.com/schedules).

Click on the route you would like to receive alerts for and then click on "Receive Updates for This Schedule." Enter your email address in the form that pops up and then click "Subscribe."

A LOOK AT THE FUTURE - WITH LEGOS!



It's a lot more than child's play when LEGOS are used to help visualize a new look for North Main Street in Providence. The display, "North Main Street Reimagined with Legos" was created by local LEGO artist [Andy Grover](#) based on a recent study by the [Providence Department of Planning and Development](#). And yes, the vision for a better streetscape

incorporates public transit! The display was unveiled at the Doorley Municipal Building but will move to the Rochambeau Library, 708 Hope Street, Providence in January.

EMPLOYEE SPOTLIGHT

Nathan Hannon, Customer Service Operations Administrator

Nathan Hannon is a people person, and there could be no better qualification for someone who heads RIPTA's busy Customer Service Department. Whether it was working his way through college as a bartender, teaching special education, or recruiting for the Rhode Island Blood Center, Hannon's job choices have always centered on a desire to work with people, communicate, and help them as much as he can.



He says that being RIPTA's Customer Service Operations Administrator is the best career fit he's ever found. He manages a diverse team that fields questions, complaints, concerns, and compliments – from RIPTA passengers representing every walk of life.

Hannon describes his management style as supportive and hands-on. He sits alongside his team members, is there to offer support, and often fields some of the toughest phone calls. "I've learned so much from my team," he said. "The Customer Service team consists of former drivers and transit professionals who possess immense institutional knowledge, and others who have years of customer service experience. The team is diverse and dedicated, and I am proud of them."

Nathan, who holds a B.A. in Political Science from the University of Rhode Island, acknowledges that the job may not always be easy, but it is always satisfying. It really comes down to listening, he said. “Listening is extremely important – most people just want to be heard.”

Hired in 2015, Hannon said that coming to RIPTA gave him new respect for public transportation. He now spends part of his spare time checking out routes in person so he has first-hand knowledge of any changes and how they might affect customers. “What RIPTA does is critical to people’s lives,” he said. “Public transit is the backbone to a livable community. I’m proud to be part of a team that provides essential transportation services to some of our most vulnerable residents. Whether it’s getting people to a grocery store, doctors’ appointment, school or work, the team here at RIPTA does this each day seamlessly.”

Nate and his team have currently been working on processing 600 pilot program passes to low-income individuals who do not qualify for other transit benefits.

When not working, he is a self-described foodie who loves to cook. He stays active with downhill skiing in the winter and yard work in the summer. But most important, Hannon says, is spending quality time with his fiancé and three dogs – a Shih-Tzu, Kerry Blue Terrier and Wheaten Terrier.

READY TO JOIN OUR TEAM?

RIPTA is hiring and we have **NEW INCREASED WAGES** for drivers and CDL Trainees!

Do you want career growth with an established organization where you can retire with a pension and benefits?

We’re currently hiring for the following positions:

- Mechanic
- Utility Worker
- Paratransit Operator
- Paratransit CDL Trainee

RIPTA Offers:

- Competitive Wages
- Pension Plan
- Health Benefits

The advertisement features the RIPTA logo at the top, which includes the text 'RIPTA' in a stylized blue font and 'RHODE ISLAND PUBLIC TRANSIT AUTHORITY' in smaller text below it. The main headline reads 'Ready to Drive Your Career Forward?' in a large, light blue font. Below the headline is a list of four bullet points: 'Variety of Career Paths', 'Supportive & Growth-Oriented Culture', 'Stable & Secure Employment', and 'Outstanding Benefits'. The background of the ad shows a close-up of a smiling man in a light blue uniform. At the bottom, there is a blue button with the text 'Now Hiring' in white.

- 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.

RIPTA IN THE COMMUNITY



JA Inspire Fair

RIPTA was honored to be a part of the **Junior Achievement RI Career Exploration Fair** at the Rhode Island Convention Center last month. The annual event

allows 8th grade students to learn about high school, college, and career opportunities available in Rhode Island. Our Community Outreach Officer spoke to students about [how to become a driver](#) and the other career paths the Agency offers.

Generosity Helps RIPTA Celebrate the Holiday Season

Starting with our 'Stuff a Bus' Food Drive in November, all the way through multiple toy drives this month, the generosity of our passengers and the public has amazed us and left us so grateful. Thank you for helping us make a positive difference in the communities we serve. Just before



Christmas, we had fun seeing the Providence Bruins fill a bus full of toys (donated by fans and players alike) for special delivery to Hasbro Children's Hospital. Enjoy these pics that show the spirit of giving!



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