



RIPTA bus with a "Happy Holidays" overhead sign.

Season's Greetings from RIPTA

As the year comes to a close, we reflect with gratitude on the accomplishments we've shared with you in 2024. From expanding service to launching new initiatives and connecting communities, your

support has been the driving force behind everything we do.

This holiday season, we wish you warmth, joy, and memorable moments with the people who matter most. May the new year bring fresh opportunities, new experiences, and plenty of adventures—and we'll help you get there.

Thank you for being an essential part of our RIPTA family. Together, we're building a brighter, more connected Rhode Island.

Happy Holidays and best wishes for a successful 2025!



CEO Christopher Durand stands with RIPTA staff behind bags of collected coats.

RIPTA Staff Supports Buy Nothing Day Coat Exchange

RIPTA embraced the spirit of giving this holiday season by collecting new and gently worn coats for the [Buy Nothing Day Coat Exchange](#), held on the State House lawn. This annual event provides individuals and families with essential winter gear, often serving as their primary resource for staying warm during the colder months.

Thanks to the generosity of our team, RIPTA collected **200 coats and warm items** to support this vital cause. We're proud to help keep Rhode Islanders warm this winter season!



DECEMBER 4 & 5, 2024

PROVIDENCE AND WARWICK LOCATIONS

[RIPTA.com/PublicHearings](https://ripta.com/publichearings)



Notice of Public Hearings

Public Hearings Scheduled for Proposed Service Changes

RIPTA will be holding public hearings to gather feedback on proposed service changes to Routes 10X, 28, 29, 35, 72, and 78. Additionally, minor changes to Providence School afternoon service will also be addressed.

The proposed service changes include the increase of service frequency on some high-performing routes, new service to a major employment center and the elimination of a low-performing route segment.

PUBLIC HEARING SCHEDULE

- **Wednesday, December 4:** CCRI Knight Campus, Presentation Room #4080 (located on 4th floor), 400 East Avenue, Warwick | 12:30 PM–2:00 PM & 5:30 PM–7:00 PM
- **Thursday, December 5:** Providence Foundation, 30 Exchange Terrace, Providence | 12:30 PM–2:00 PM & 5:30 PM–7:00 PM

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



Christopher Durand, RIPTA's new Chief Executive Officer stands in front of RIPTA bus.

Christopher Durand Named RIPTA Chief Executive Officer

The RIPTA Board of Directors unanimously voted to offer **Christopher Durand** the Chief Executive Officer (CEO) position at their November board meeting. A Rhode Island native and University of Rhode Island graduate, Durand has served as interim CEO since April and has been with RIPTA since 2014 in various leadership roles, including Chief Financial Officer.

Durand expressed gratitude for the opportunity, saying, "I am excited to build on the momentum we've achieved and remain committed to ensuring RIPTA is a dependable, forward-thinking transit system for all Rhode Islanders."

[Click here](#) to learn more.



Artistic image of Rosa Parks "RIPTA Honors Rosa Parks"

RIPTA Honors Rosa Parks

RIPTA honors Rosa Parks, an African-American woman who refused to give up her seat on a segregated bus.

Sunday, December 1, 2024, marks the 69th anniversary of her act of courage and civil disobedience on a Montgomery, Alabama bus. To pay tribute to Rosa Parks and the anniversary of the event that triggered the Montgomery bus boycott, RIPTA will place a commemorative digital display on board buses during the month of December. The sign is dedicated to Ms. Parks in honor of her role in

launching the modern civil rights movement that helped end legal segregation in America. Ms. Parks died in 2005, but her legacy as a civil rights crusader lives on.

[Click here](#) to read more about the mother of the modern-day civil rights movement in America.



Passengers board a RIPTA bus with a “10x Amazon” overhead sign.

RIPTA Launched New Pilot Express Service to Amazon Fulfillment Center

Last month, RIPTA launched a new pilot bus service, the 10X Amazon Express, offering direct connections between Downtown Providence and the Amazon Fulfillment Center in Johnston. This new service aims to provide Amazon employees with convenient, reliable transit options that align with shift schedules, reinforcing RIPTA’s mission to expand access to employment centers across the

state as part of [Transit Forward RI 2040](#), Rhode Island's comprehensive transit master plan. "Amazon is a major employer, and we want to ensure that its employees have efficient and affordable access to work," said Christopher Durand, RIPTA Chief Executive Officer. "This new service represents RIPTA's continued efforts to address workforce mobility and reduce traffic congestion statewide."

Route 10x Amazon Express Schedule:

- **Inbound to Downtown Providence:**

- o Morning: Departs Amazon at 5:45 AM, arrives Kennedy Plaza at 6:00 AM.

- o Evening: Departs Amazon at 7:00 PM, arrives Kennedy Plaza at 7:22 PM.

- **Outbound to Amazon:**

- o Morning: Departs Kennedy Plaza at 7:25 AM, arrives Amazon at 7:45 AM.

- o Evening: Departs Kennedy Plaza at 6:10 PM, arrives Amazon at 6:30 PM.

[Click here](#) for the schedule.



Collage of RIPTA employees with empty outline of one person labeled "Will this be you?"

NEW YEAR – NEW CAREER

Is 2025 the year you take the leap into something new? Start your journey with RIPTA, where every day is an opportunity to make a difference in your community. We're looking for dedicated individuals to join our team as mechanics, drivers, and utility workers.

At RIPTA, we offer more than just a job—we offer a career with growth opportunities, great benefits, and the chance to be part of something bigger. Whether you're keeping our fleet running smoothly, safely transporting Rhode Islanders to their destinations, or ensuring our buses are spotless and ready to roll, your work will matter here.

Make this the year you step into a role that's as rewarding as it is impactful. [Click here](#) to apply today and start your new career journey with RIPTA!



RIPTA employee Valerie Diaz

Employee Spotlight: Valerie Diaz, Ride Paratransit Driver

Meet Valerie Diaz, a dedicated Paratransit Operator and Spare Coordinator at RIPTA. With her infectious enthusiasm and strong work ethic, Valerie brings a unique energy to her role every day.

Growing up in Central Falls and now living in Providence, Valerie's journey has been anything but ordinary. She initially pursued an associate's degree in criminal justice in California, with dreams of becoming a lawyer. However, life had other plans, and she eventually moved back to Rhode Island.

After a stint as a school bus driver in North Providence and experience in customer service, Valerie was encouraged by friends working at RIPTA to join the team.

A typical day for Valerie involves a lot of moving parts: assisting drivers, managing schedules, and ensuring that everything runs smoothly. “We’re here to make sure customers get picked up on time, drivers get their breaks, and everyone has a good day,” she says. Though it can get hectic at times, Valerie’s coworkers keep her grounded. “Everyone’s pretty much like family here,” says Valerie. Plus, her commitment and positivity make her a natural fit for her role. “I show up every day, ask questions, and stay observant.”

Reflecting on her journey at RIPTA, Valerie shares, “I never expected to be recognized like this. I don’t do the job for recognition; I genuinely enjoy helping people. I love what I do.” Her original goal was to drive fixed-route buses, but after the arrival of her baby, she found the flexibility she needed in her current role.

Outside of work, Valerie’s life is centered around her two daughters, ages five and ten months, and two dogs, Marble and Red. “Having kids is not for the weak!” she laughs. Valerie enjoys taking her daughters to trampoline parks and local favorites like pumpkin patches and apple orchards—perfect for Rhode Island’s fall season.

Valerie Diaz embodies the spirit of RIPTA with her kindness, dedication, and ability to brighten any room. We’re lucky to have her on our team.



Image displays "Rider Alert"

SERVICE ALERTS

HOLIDAY SERVICE

Christmas Day (Wednesday, December 25): Sunday/Holiday schedule.

New Year's Day (Wednesday, January 1): Sunday/Holiday schedule.

All RIPTA offices will be closed on both Christmas day and New Year's Day. The Flex Service reservation line (1-877-906-FLEX) and the Ride reservation line (461-9760) will not be staffed on either holiday. [Click here](#) for details.

DETOURS

Providence Tree Lighting: Friday, December 6 • Routes 1, 3, 4, 6, 17, 18, 19, 21, 22, 32, 33, 34, 35, 51, 54, 58, 60, 72, 78, 92, and the R-Line will be on detour from 6 am to 10 pm.

Providence Jingle 5K: Sunday, December 8 • Routes 1, 14, 17, 19, 33, 34, 35, 50, 51, 54, 55, 56, 57, 60, 66, 72, 78, 92 and the R-Line will be on detour from 9 am to 11:15 am.

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

705 Elmwood Avenue, Providence, RI 02907 [unsubscribe](#)