



VETERANS DAY

HONORING ALL WHO SERVED

MONDAY, NOVEMBER 11

**RIPTA WILL RUN A
SUNDAY/HOLIDAY SCHEDULE**

**VETERANS RIDE FREE WITH PROOF OF ELIGIBILITY
ON VETERANS DAY AND TO
WATERFIRE - SALUTE TO VETERANS**

All RIPTA offices will be closed.

Free Bus Service for Veterans

In honor of the dedicated military veterans who have served the nation, RIPTA is providing complimentary rides on Veterans Day and to [WaterFire - A Salute to Veterans](#) for active military service members and veterans with proof of eligibility. [Click here](#) for details.

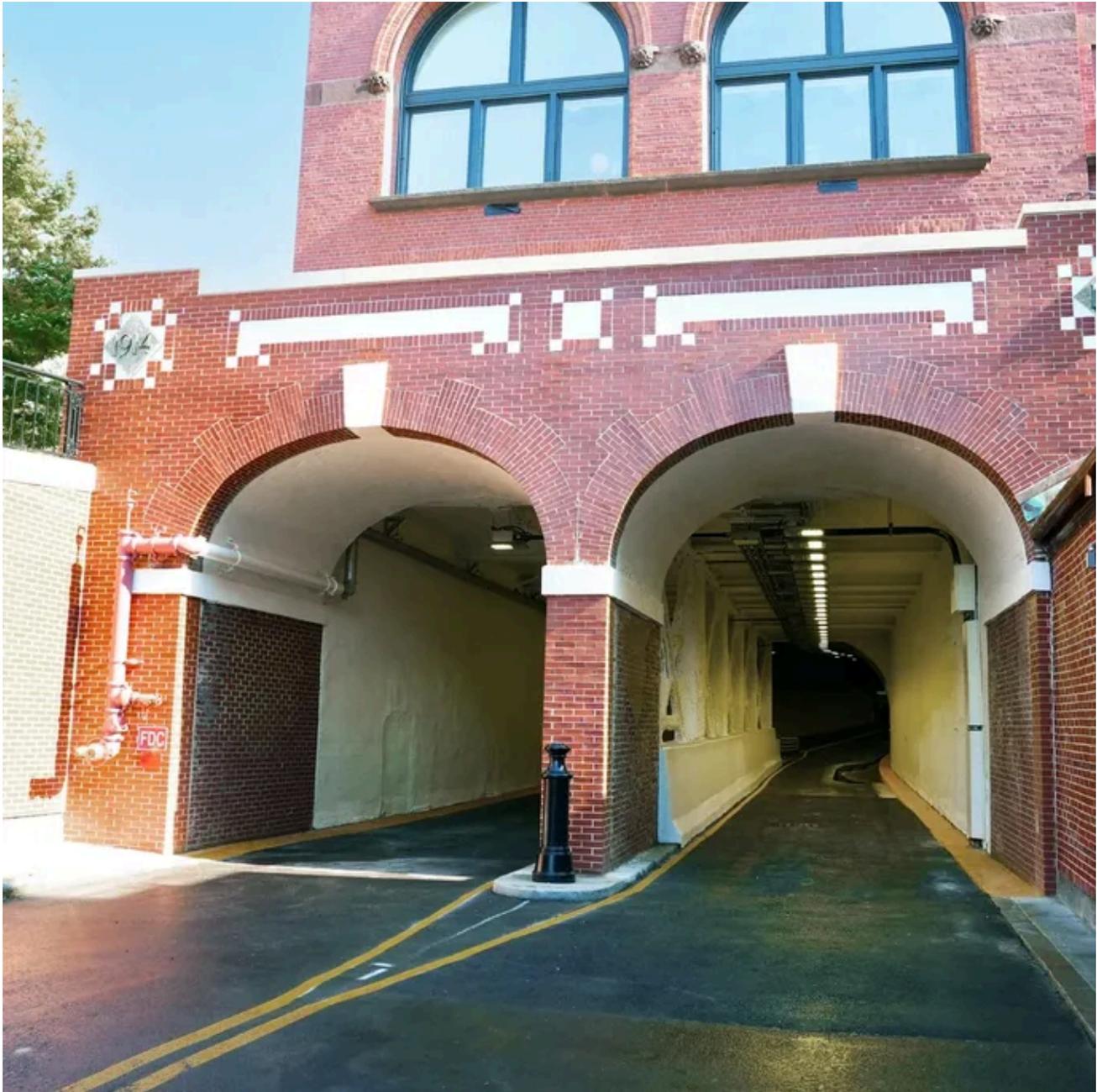


Photo of East Side Tunnel

Historic East Side Tunnel Reopens

“The East Side Tunnel is not just a vital transit corridor, but also a piece of our city’s history,” said Christopher Durand, RIPTA interim Chief Executive Officer at Wednesday’s press event where we announced the completion of renovations to the historic East Side Tunnel.

The \$25 million renovation project addressed several key areas, including drainage upgrades, enhanced lighting, and structural repairs inside the tunnel. As part of RIPTA's commitment to improving the passenger experience under the Transit Forward RI 2040 plan, the 110-year-old bus shelter on North Main Street has been meticulously restored to its original architectural splendor, preserving its historic significance while modernizing its function.

During construction, bus stops were temporarily relocated. We appreciate our riders' patience during this time and are pleased to welcome them back to their original stops.

[Click here](#) to learn more.



Successful Hop-On Hop-Off Newport Service Ends

After another successful summer season, RIPTA's free "Hop-On Hop-Off" bus service promotion in Newport came to an end yesterday, October 31, 2024. The free service, funded by Discover Newport and the Episcopal Diocese of Rhode Island, offered transportation around Newport to tourist destinations and beaches. This included all service on Route 67 (Bellevue/Salve Regina Univ.) and Route 68 (CCRI/Memorial Blvd./First Beach). Starting today, November 1, 2024, passengers must pay the full fare on Routes 67 and 68.

The RIPTA Customer Service Kiosk in the Newport Transportation Center, which opened for the duration of the promotion, will remain open daily through December 31, 2024. The public bathrooms at the Transportation Center, located at 23 America's Cup Avenue, Newport will remain open daily from 8am until 4pm, through the end of the year. The bathrooms were scheduled to close on November 1, 2024, but due to the support of Discover Newport, the City of Newport and RIPTA, they will remain open for the duration of 2024 to assist with and residents in town through the holiday season.



Metro Connector Study Map

Metro Connector Study Completes First Round of Public Engagement

The Metro Connector Study just wrapped up its first round of public engagement! Our team held 11 pop-up events, connecting with over 700 people at transit centers, stores, and community events. We also hosted public meetings in Central Falls, Pawtucket, Providence, Cranston, Warwick, and West Warwick, engaging with over 100 participants.

RIPTA will be hosting another round of public engagement this upcoming winter. During these sessions, we'll share the results and seek feedback on our first analysis of potential alternatives.

Couldn't make it to one of the meetings? Watch a recording [here](#).

Have questions about the study? Have corridor concepts you think RIPTA should consider? Want to meet about the study? Email MetroConnector@ripta.com. We'd love to hear from you!

To learn more about the study, visit RIPTA.com/MetroConnector.



James O'Brien, Director of Claims Management

EMPLOYEE SPOTLIGHT: James O'Brien, Director of Claims Management

It's not a lack of insurance knowledge that keeps James O'Brien from taking out a policy on the long, well-groomed beard he's been growing for four years. This detail-oriented individual is an expert in the intricacies of insurance, experience that serves him well as RIPTA's Director of Claims Management.

For a large operation like RIPTA, it makes sense to handle certain tasks in-house to save on costs. For example, RIPTA's fleet of over 400 buses and passenger vans is self-insured. "Most people have an insurance company that handles their claims for them," says James. "The fact that we have our own insurance department—most people may not realize that."

In addition to in-house vehicle coverage, RIPTA contracts with outside companies for policies like garage keeper's insurance, property insurance, and general liability coverage. "There are a lot of policies that we need to keep the company running," says James. In fact, RIPTA maintains 13 separate insurance policies to cover a wide range of risks, such as pollution insurance, which covers the agency in the event of diesel fuel or motor oil spills.

James has accumulated his vast knowledge of the insurance industry having worked exclusively for insurance companies, including Aetna and Pilgrim Insurance Company, since graduating from college. This November marks his five-year anniversary at RIPTA. What makes him good at his job? "Details," says James. "Making sure that you consider every aspect of an accident and keeping an open mind—there are two sides to every story." Collaborating with the many people who work behind the scenes at RIPTA is what James enjoys most about his job. "Not everyone likes to hear a call from me," he laughs. "But everyone's always friendly and willing to help out."



Group photo of RIPTA employees

Go Team RIPTA! 🏆

Last month, our Interim CEO Christopher Durand joined RIPTA staff members in the [Monster Dash 5k](#), a lively race where participants had the chance to dash through RIPTA's historic East Side Tunnel. The tunnel, recently reopened after significant renovations, added a unique twist to the course, making the race both thrilling and memorable. Special congratulations to our Community Outreach Officer, Jim Vincent, for winning first place in his age bracket! His prize? A pair of spooky socks—a fitting reward for a Halloween-themed event. Thank you to all who came out to support and cheer on the team! 🎃

DRIVE YOUR CAREER FORWARD
NOW HIRING



**DIRECTOR OF
BUILDING MAINTENANCE**

**APPLY ONLINE TODAY:
RIPTA.COM/CAREERS**

Applications must be received by November 15, 2024.



Drive Your Career Forward: Now Hiring

NOW HIRING: Director of Building Maintenance

RIPTA is looking for a hands-on leader who will ensure our facilities, bus stops, and amenities stay in top shape 24/7, all year long. From early mornings to late nights, weekends to holidays, flexibility is key! 🌞🌙 Think you're up for overseeing our facilities and grounds? Apply today and help keep Rhode Island moving! Applications must be received by November 15, 2024. [Click here](https://www.ripta.com/careers) to apply online.

For a full list of open positions, including drivers, visit [RIPTA.com/careers](https://www.ripta.com/careers).



Photo of Kingston Station

All Aboard for the Kingston Station Transit Hub!

We're planning something exciting for Kingston Station—a new transit hub that brings it all together! Imagine having RIPTA's fixed-route buses, our new Flex On Demand service, and rail connections all in one spot, with easy access to the scenic South County Bike Path.

But we need **your** help to get it just right! We want to hear about how you're currently getting around, what's working, what could be better, and what would make your travels easier and more enjoyable.

Attend an upcoming community meeting on Thursday, November 14, 2024 from 6 PM to 7:30 PM at the Kingston Free Library located at 2605 Kingstown Road, Kingston, RI.

This event is not endorsed by or affiliated with the South Kingstown Public Library.

Photo ID 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.

Photo ID bus passes cost \$10 and are valid for two years. [Click here](#) to view upcoming RIPTA Photo ID Road Trips. RIPTA staff will process Photo ID bus passes at the following locations:

PAWTUCKET: Thursday, November 7 • 10 AM - 12 PM • Leon Mathieu Senior Center, 420 Main St.

NEWPORT: Thursday, November 14 • 10 AM - 12 PM • Edward King House, 35 King St.

WOONSOCKET: Thursday, November 21 • 9 AM - 11AM • Woonsocket Senior Center, 84 Social Street

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.



Rider Alert

SERVICE ALERTS

HOLIDAY SERVICE

RIPTA Observes Veterans Day RIPTA will operate all regular fixed-route buses and trolleys on a Sunday/Holiday schedule on Monday, November 11, 2024. All RIPTA offices, except for the Newport Customer Service Kiosk, will be closed on the holiday. [Click here](#) for details.

RIPTA Observes Thanksgiving Day RIPTA will operate all fixed-route services on a Sunday/Holiday schedule on Thursday, November 28, 2024.

DETOURS

West River Street Bridge Detour: November 2024 • Route 58 is on detour this month due to the West River Street Bridge Replacement Project.

Elmwood Avenue Bridge Replacement: November 1-4 and November 8-11 • Route 20 will be on detour due to a road closure on Elmwood Ave. at the I-95 overpass.

Turkey Trot: Thursday, November 28 • Route 78 and R-Line will be detoured from 8:00am to 11:30am. Roosevelt Avenue will be closed during this time.

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

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