



Christopher Durand, RIPTA Interim CEO

A MESSAGE FROM THE RIPTA INTERIM CEO

Earlier this year, the Authority held public meetings on potential service reductions to better align schedules with available personnel. When the Board of Directors appointed me as Interim CEO

while they conduct a search and determine the direction of the agency, I was immediately faced with the difficult decision on whether those service reductions should be adopted or not.

Having listened to much public testimony and hearing from the staff, we set out on a different course of action. To be clear, the resource gap was real, and we saw a significant amount of service being lost due to not having the operators to run the schedule. However, the proposed changes would eliminate mobility options altogether for many riders.

After consulting with staff and the Board of Directors, we ultimately felt it was better to cancel the proposed cuts and instead work to spread the impact of lost trips. Simultaneously, we would restructure our recruitment and training programs to take advantage of increased applications thanks to a higher starting wage for paratransit operators.

Over the course of this summer, the entire RIPTA team worked hard to cover as much service as possible, onboard as many employees as possible, and train as many operators as possible. We've been able to hire over 30 drivers and can now say that we are covering all service and have been for several weeks now.

We have much work to do, but we have a solid foundation in place to continue hiring and working to improve service. I'm thankful for the patience and support of riders, stakeholders, the RIPTA Board of Directors, and of course, our fantastic team at RIPTA.

We look forward to delivering even more improvements in the months ahead. I thank you all for your continued support.

Sincerely,

Christopher Durand

Interim Chief Executive Officer, RIPTA



SAFETY SURVEY OF RI STREETS, SIDEWALKS, AND BIKE PATHS EXTENDED

GOVERNOR ENCOURAGES RESIDENTS TO PARTICIPATE

SURVEY CLOSES OCTOBER 18, 2024

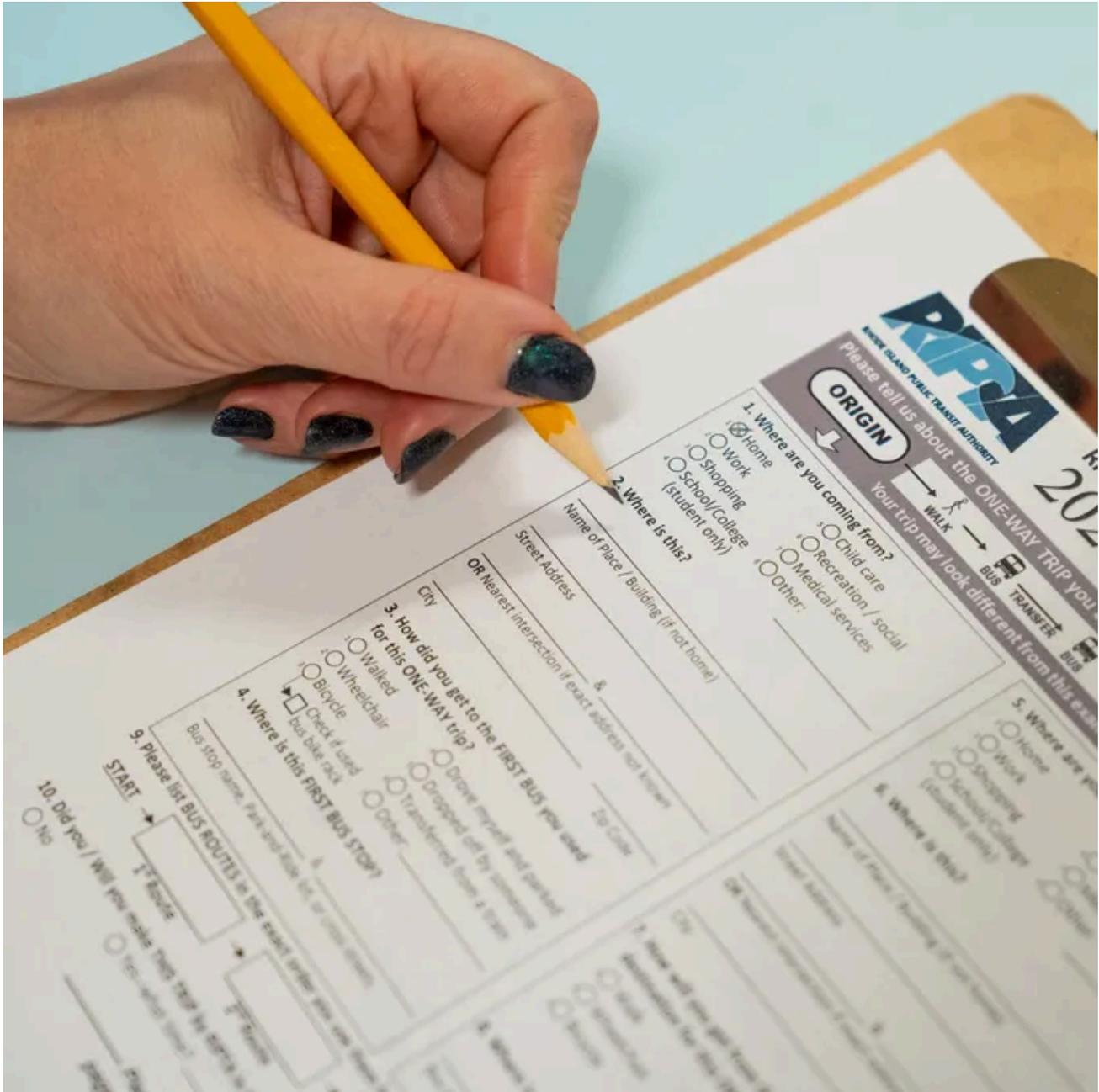
Visit bit.ly/4eOW4fr for details.

Governor encourages residents to participate in survey

Safe Streets for All Survey Extended Until October 18, 2024!

Great news, Rhode Islanders! The deadline for the statewide Safe Streets for All (SS4A) survey has been extended to October 18, 2024. This gives you more time to share your thoughts on transportation safety—whether it's about streets, sidewalks, or bike paths in your community. Your feedback will directly inform action plans for 31 cities and towns across the state, helping to make our roads safer for everyone. Don't miss this chance to shape the future of Rhode Island's transportation! [Click here to take the survey.](#)

Through the Federal Highway Administration (FHWA) Safe Streets and Roads for All program, RIPTA secured funding for the SS4A survey and planning project. Once the Safety Action Plans are finalized, each city and town will be responsible for securing funding and carrying out the recommended improvements. Visit RIPTA.com/SafeStreets to learn more.



Hand holding pencil fills out survey

Tell Us About Your Transit Trips and You Could Win A \$250 Visa Gift Card!

If your bus is randomly selected, a friendly surveyor will hand out paper surveys to record information about your travel habits. It's easy and only takes a few minutes! Plus, by participating,

you'll help shape the future of RIPTA services—and you'll have a chance to win one weekly drawings for \$250 Visa gift cards!

Keep an eye out for our survey crew and let your voice be heard! Visit [RIPTA.com/RiderSurvey](https://www.ripta.com/RiderSurvey) to learn more.



RIPTA Principal Planner Zachary Agush reviews map with attendees.

Metro Connector Study

RIPTA is conducting the Metro Connector Study to explore fast, frequent, and reliable transit options that connect key areas in Providence while supporting state goals for climate, housing, public health, and the economy. The study is looking at how best to link Cumberland, Central Falls,

Pawtucket, Downtown Providence, CCRI Warwick, and TF Green International Airport using either light rail or bus rapid transit.

GET INVOLVED!

Take the Survey: Share your thoughts on future transit options by completing our survey before October 7. [Click here to take the survey!](#)

Attend a Public Meeting: Join us on one of these dates to learn more and give your input:

- Wednesday, October 9, 2024 from 5:30 PM to 7:30 PM, RIC Workforce Development Hub, 934 Dexter St., Central Falls

- Cranston meeting TBD

Schedule a Group Meeting: RIPTA will come to you! Our team is scheduling presentations on the Metro Connector for groups and organizations upon request in and around the study area. If your organization is interested, please contact MetroConnector@ripta.com. For more information and to subscribe to email updates about meetings and events, visit [RIPTA.com/MetroConnector](https://ripta.com/MetroConnector).

DRIVE YOUR CAREER FORWARD
NOW HIRING



**CUSTOMER SERVICE
REPRESENTATIVE**

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

Applications must be received by October 18, 2024.



Drive Your Career Forward: Now Hiring

NOW HIRING: Customer Service Representative

If you're a people person with excellent communication skills, WE WANT YOU! Apply today and help keep Rhode Island moving! Applications must be received by October 18, 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).



RIPTA, Federal, State, and Local Leaders ceremoniously shovel dirt in front of the Pawtucket-Central Falls Transit Center.

RIPTA, Federal, State, and Local Leaders Break Ground on New Pawtucket-Central Falls Transit Center Passenger Facility

Exciting news for passengers at the Pawtucket-Central Falls Transit Center! Governor Dan McKee, members of the state's Congressional delegation and General Assembly, Federal Transit Administration (FTA) representatives, and municipal leaders joined RIPTA last month to celebrate the start of construction on a new passenger amenity building at the Pawtucket-Central Falls Transit Center. The new building will feature public restrooms, real-time passenger information screens, a Pawtucket Police sub-station and security office and more. Thanks to all of the local, state, and federal leaders who made this possible! [Click here](#) to learn more.



L-R: U.S. Senator Jack Reed; Rosemary A. Costigan, Ph.D., RN, Interim President of CCRI; Governor McKee; Christopher Durand, RIPTA interim Chief Executive Officer and House Speaker K. Joseph Shekarchi cut red ribbon inside a CCRI bus shelter

Toast to a Transit Triumph: CCRI Bus Stop Enhancement Project Completed!

Governor McKee, members of the state's Congressional delegation and General Assembly, municipal leaders, and RIPTA officials gathered last month to celebrate the completion of the \$1.8 Million Bus Stop Enhancement Project at the Community College of Rhode Island (CCRI) Knight Campus in Warwick. This project, a collaborative effort between RIPTA and CCRI, is a significant step in improving transit accessibility and enhancing the rider experience as recommended in Rhode Island's 2020 statewide Transit Master Plan, [Transit Forward Rhode Island](#).

“These significant bus stop enhancements at CCRI set a new standard for transit infrastructure, and it will serve as a blueprint for future projects like this across the state,” said Christopher Durand, RIPTA interim Chief Executive Officer. “By partnering with CCRI, we are ensuring that public transit continues to be a reliable and sustainable option for students, faculty, staff and the community at large.”

[Click here](#) to learn more.



Community Outreach Officer Jim Vincent poses for a photo with a West Warwick Senior Fair attendee

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:

EAST PROVIDENCE Thursday, October 10 • 10 AM - 12PM East Providence Senior Center, 610 Waterman Ave.

BRISTOL Thursday, October 17 • 11:30 AM - 1:30 PM Benjamin Church Center, 1020 Hope 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 Indigenous Peoples' Day/Columbus Day

RIPTA will operate all regular fixed-route bus service on a Sunday/Holiday schedule on Monday, October 14 in observance of Indigenous Peoples' Day. All RIPTA offices will be closed on the holiday, except for the Customer Service Kiosk in the Newport Transportation Center. [Click here](#) for details.

DETOURS

East Side Tunnel Closure: Now through October 2024 • Routes 1, 32, 33, 34, 40 and 61x are on detour through mid-October.

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

Gloria Gemma Flames of Hope: Thursday, October 3 – Sunday, October 6 • Routes 50, 55, 56 and 57 will be on detour beginning Thursday, October 3 at 7am until 6pm on Sunday, October 6.

Hope Street Fall Stroll: Saturday, October 5 • Route 1 will be on detour from 8:30am to 5:30pm.

Gloria Gemma 5K: Sunday, October 6 • Routes 33 and 34 will be detoured from 9:30am to 12pm. Routes 1, 17, 30, 35, 51, 54, 60, 72, 78, 92 and the R-Line will be detoured from 9:30am to 1pm. Route 50, 55, 56, 57 will be detoured from the first trip of the day until 5pm.

Columbus Day Festival on Federal Hill: Friday, October 11 – Monday, October 14 • Route 92 will be on detour from 12:30pm on Friday until the last trip on Monday.

Broadway Street Fair: Saturday, October 12 • Routes 60 and 63 will be on detour from 8am to 5pm.

Wickenden Area Merchants Association Festival: Saturday, October 12 • Route 92 will be on detour from 9am-7pm.

Wakefield Oktoberfest: Saturday, October 12 • Route 69 will be on detour 9am-6pm. Main Street will be closed from Kenyon Ave. to Robinson St.

Broadway Columbus Day Parade: Monday, October 14 • Routes 60 and 63 will be on detour from 10:15am to 11am.

Woonsocket Columbus Day Parade: Monday, October 14 • Routes 54 and 87 will be on detour from 9am to 11:30am. Service to Walnut Hill will be suspended during this time.

Making Strides Against Breast Cancer Walk – Sunday, October 20 • RIPTA will detour Routes 1, 3, 4, 14, 17, 19, 21, 27, 28, 30, 31, 33, 34, 35, 50, 55, 56, 57, 60, 66, 78, and 92. RIPTA Bus Stops V, W and Y will be temporarily relocated during this time.

Monster Dash 5K: Sunday, October 27 • Routes 35, 60 and 78 will be on detour from 8:30am to 11:30am.

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