



BOARD OF DIRECTORS MEETING

**Thursday, May 22, 2025
1:30 p.m.
269 Melrose Street, Providence
Transportation Board Room**

The meeting can be watched online here:

[RIPTA Board of Directors May 22, 2025](#)

AGENDA

1. Board Approval To consider for approval the Draft Meeting Minutes of the Board of Directors Meeting of April 24, 2025.
2. Board Approval To consider for approval the Executive Session Meeting Minutes of the Board of Directors Meeting of April 24, 2025.
3. Public Comment /
Board Discussion Limited to 3 minutes per person.
4. CEO Report
 - CEO Update
 - Key Initiatives
 - Employee Spotlight
 - Budget
 - Ridership
 - On Time Performance

By a majority vote, a public body may amend its agenda to add items. The additional items shall be for informational purposes only and may not be voted on except when necessary to address an unexpected occurrence requiring immediate action or to refer the matter to an appropriate committee pursuant to R.I. Gen. Laws §42-46-6(b).

Copies of Meeting Minutes may be obtained pursuant to RIPTA's public records policy, which is available at <https://www.ripta.com/public-records-request/> of hearing can be provided by calling 784-9500 x1171 at least 48 hours in advance. The location is accessible to the handicapped.



RHODE ISLAND PUBLIC TRANSIT AUTHORITY

5. Board Discussion / Potential Vote Budget Update / Efficiency Study
6. Board Discussion / Potential Vote Request for Approval - Ride Anywhere Pilot Study
7. Board Discussion / Potential Vote Request for Approval – Award of Contract - Construction Contract to Install Shelters on the Transit Emphasis Corridor in Pawtucket
8. Board Discussion / Potential Vote Board Questions and Answers
9. Adjournment

This Agenda has been posted May 16, 2025

By a majority vote, a public body may amend its agenda to add items. The additional items shall be for informational purposes only and may not be voted on except when necessary to address an unexpected occurrence requiring immediate action or to refer the matter to an appropriate committee pursuant to R.I. Gen. Laws §42-46-6(b).

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Board of Directors Meeting Minutes
Thursday, April 24, 2025
1:30 p.m.
269 Melrose Street, Providence
Transportation Board Room

Members Present: Director Peter Alviti, Board Chair; Robert Kells, Board Vice Chair; James Leach, Board Secretary; Normand Benoit; Vincent Masino; and James Lombardi.

Absent Members: Board Treasurer, Patrick Crowley; Heather Schey; and Marcy Reyes.

Also Present: Christopher Durand, CEO; Ed Pare, Esq., Board Counsel; Jacqueline Weidinger, Administrative Assistant-Executive Office; members of RIPTA's staff; and members of the public.

Call to Order: Director Alviti calls the meeting to order at 1:31 p.m., indicating that quorum was present.

Agenda Item 1: **To consider for approval the Draft Meeting Minutes of the Board of Directors Meeting of March 27, 2025.**

Mr. Kells makes a motion to approve the minutes of the March 27, 2025, meeting. Mr. Masino seconds, and the motion passes with favorable votes by Mr. Benoit, Mr. Leach, Mr. Lombardi, and Director Alviti.

Agenda Item 2: **Election of Officers**
Vice – Chair

Mr. Benoit makes a motion to re-elect Mr. Kells as Vice Chair. Mr. Leach seconds the motion and the motion passes with a favorable vote by Mr. Kells. Mr. Masino abstains from the vote, and Mr. Lombardi and Director Alviti vote no.

Secretary

Mr. Leach makes a motion to re-elect Mr. Crowley as Treasurer. Mr. Masino seconds the motion and the motion passes with favorable votes by Mr. Benoit, Mr. Lombardi, Mr. Kells and Director Alviti.

Treasurer

Mr. Masino makes a motion to re-elect Mr. Leach as Treasurer. Mr. Lombardi seconds the motion and the motion passes with favorable votes by Mr. Benoit, Mr. Leach, Mr. Kells and Director Alviti.

Agenda Item 3: Public Comment

1. Walter Melillo ATU 618
 - States he is concerned about the lack of funding for RIPTA in the Governor's Budget.
 - States he is concerned for any loss of service and urges the Board to do whatever they can to support RIPTA.
 - States that RIPTA has done a lot of good and will continue to do so with the Board's support and continued funding.
2. Daria Phoebe Brashear
 - States she is excited to see what the Efficiency Study will show.
 - States that she is concerned about a stable funding source for RIPTA.
 - States that RI Football/Tidewater Stadium opens this week and she is looking forward to RIPTA's success with riders for these events.
3. Dylan Giles – Save RIPTA
 - States he testified at the Senate Finance Committee Meeting.
 - States that we should explore all funding options.
 - States he has spoken to 30 Legislatures and have sent 150 letters on RIPTA'S behalf.
 - States that RIPTA's service is a necessity for the riders to get to work, school, home, doctor appointments, etc.
4. Joe Cole – Advocate for RIPTA
 - States that Senate Bill S46 would help with RIPTA's funding.
 - States that we should be looking into alternatives for funding.
5. Mikeda Barnes – Ex Employee
 - States that she is concerned about funding for RIPTA.
 - States that she is concerned about loss of service.
 - States that she disagrees with things going on at RIPTA.
6. Grant Dulgarian – Ecology Action for Rhode Island
 - States he spoke at the Finance Committee Meeting and is concerned over the budget and how it will impact service to riders and further hiring for RIPTA.

Agenda Item 4: CEO Report

Christopher Durand, RIPTA's CEO, provides updates regarding the budget deficit. He also provides an update regarding ridership, on time performance, and bus stop improvements. No vote is taken.

Agenda Item 5: Request for Approval – Renewal of Commercial General Liability Policy

James O'Brien, Executive Director of Claims Management, makes the request.

Mr. Benoit makes a motion to approve the request. Mr. Masino seconds, and the motion passes with favorable votes by Mr. Leach, Mr. Kells, Mr. Lombardi and Director Alviti.

Agenda Item 6: Request for Approval – Renewal of Commercial Umbrella Liability Policy

James O'Brien, Executive Director of Claims Management, makes the request.

Mr. Masino makes a motion to approve the request. Mr. Lombardi seconds and the motion passes with favorable votes by Mr. Leach, Mr. Kells, Mr. Benoit and Director Alviti.

Agenda Item 7: Request for Approval – Renewal of Commercial Property Policy

James O'Brien, Executive Director of Claims Management for RIPTA, makes the request.

Mr. Benoit makes a motion to approve Option #1 of the request. Mr. Masino seconds and the motion passes with favorable votes by Mr. Lombardi, Mr. Leach, Mr. Kells and Director Alviti.

Agenda Item 8: Request for Approval – Renewal of Cyber Liability Policy

James O'Brien, Executive Director of Claims Management, makes the request.

Mr. Benoit makes a motion to approve the request. Mr. Lombardi seconds and the motion passes with favorable votes by Mr. Masino, Mr. Leach, Mr. Kells and Director Alviti.

Agenda Item 9: Operating Budget and Efficiency Study Update

Christopher Durand, CEO and Nathan Watchous Deputy Chief of Finance

Mr. Durand and Mr. Watchous give an update on the Operating Budget and Efficiency Study. They also give an update regarding Finance Hearings and the budget deficit.

No vote is taken.

Agenda Item 10: Request for Approval – Award Of Contract - Towing

John Chadwick, Deputy Chief of Procurement, makes the request.

Mr. Masino makes a motion to approve the request. Mr. Kells seconds and the motion passes with favorable votes by Mr. Benoit, Mr. Leach, Mr. Lombardi and Director Alviti.

Agenda Item 11: Board Questions and Answers

The Board of Directors discusses the Gas Tax and how it will affect RIPTA's budget deficit. The Board of Directors agree to do everything they can to help with the deficit.

No votes are taken.

Agenda Item 12: Executive Session to consider, discuss and act upon such matters as may be closed to the public pursuant to R.I. Gen. Laws § 42-46-5: (a)(2) Sessions pertaining to collective bargaining or litigation, or work sessions pertaining to collective bargaining or litigation; (a)(5) Any discussions or considerations related to the acquisition or lease of real property for public purposes, or of the disposition of publicly held property wherein advanced public information would be detrimental to the interest of the public; and (a)(7) A matter related to the question of the investment of public funds where the premature disclosure would adversely affect the public interest. Public funds shall include any investment plan or matter related thereto, including, but not limited to, state lottery plans for new promotions.

Mr. Lombardi motions to enter Executive Session. Mr. Leach seconds, and the motion passes with favorable votes by Mr. Masino, Director Alviti, Mr. Kells and Mr. Benoit.

The Board enters into Executive Session to consider, discuss and act upon such matters as may be closed to the public pursuant to R.I. Gen. Laws § 42-46-5: (a)(2) Sessions pertaining to collective bargaining or litigation, or work sessions pertaining to collective bargaining or litigation; (a)(5) Any discussions or considerations related to the acquisition or lease of real property for public purposes, or of the disposition of publicly held property wherein advanced public information would be detrimental to the interest of the public; and (a)(7) A matter related to the question of the investment of public funds where the premature disclosure would adversely affect the public interest. Public funds shall include any investment plan or matter related thereto, including, but not limited to, state lottery plans for new promotions.

The Board and Counsel enter into Executive Session at 2:45pm.

The Board and Counsel enter public session at 2:56pm.

Attorney Pare reports that only one vote was taken during Executive Session. A vote to adjourn Executive Session.

Mr. Benoit makes a motion to seal the minutes of the Executive Session. Mr. Masino, seconds, and

the motion passes with favorable votes by Mr. Leach, Director Alviti, Mr. Kells and Mr. Lombardi.

Agenda Item 13: Adjournment - 3:01pm

Mr. Masino makes a motion to adjourn. Mr. Benoit seconds, and the motion passes with favorable votes by Director Alviti, Mr. Leach, Mr. Kells and Mr. Lombardi.

Respectfully submitted,

Patrick Crowley, Secretary

DRAFT



RHODE ISLAND PUBLIC TRANSIT AUTHORITY



CEO UPDATE



RIPTA Offers Convenient Gameday Bus Service to Centreville Bank Stadium, Providing a Unique Opportunity to Draw New Ridership

RIPTA announced their gameday partnership with RIFC, aimed to reduce traffic congestion while helping fans get to and from home games at Centreville Bank Stadium in Pawtucket with ease. R-1636 service is an extended part of the R-Line, which is federally funded through the Congestion Mitigation and Air Quality (CMAQ) program. This funding helps offset operational costs while supporting efforts to reduce traffic congestion and emissions.

Rhodies-In-Transit Forum

CEO Christopher Durand joined this transit panel hosted by Grow Smart RI and the Providence Foundation, where he spoke about the positive impact transit can have on the economy, as well as new opportunities to connect bus service to major business hubs.

Promoting Sustainability at Johnson & Wales University

RIPTA also took part in Johnson & Wales University's Sustainability & Wellness Fair, hosted at their renowned Culinary Arts Museum. Transit specialists connected with students, faculty, and staff to highlight how using RIPTA supports wellness goals and sustainability by cutting down on single-occupancy car trips and keeping the community moving.

Celebrating Climate Champions on Earth Day

RIPTA riders are true climate champions, reducing their carbon footprint by choosing green transportation options. To show appreciation, our Commuter Resource RI team surprised passengers on their daily commute with RIPTA giveaways, thanking them for their role in helping create a more sustainable future for our planet.

2025 Community Site Visits for Reduced Fare Bus Pass Program for Seniors and People with Disabilities

Every month, RIPTA's Customer Service staff will travel to communities throughout the state to process Photo ID bus passes for qualified seniors and individuals with disabilities with valid documentation. These statewide Photo ID Community Site Visits allow residents in both rural and urban areas to access transit information and apply for the Reduced Fare Bus Pass Program without having to travel to RIPTA offices in Providence.

RIPTA staff traveled to the West Warwick Senior Center, Narragansett Senior Center, the Benjamin Church Senior Center in Bristol, and the Leon Mathieu Senior Center in Pawtucket, processing a total of 41 bus passes.

KEY INITIATIVES

Workforce Development

Several retirements expected in coming months
Continuing to review options to build out training capacity



Service Improvements

R-Line deviation to support new soccer stadium in place
Coordinating with businesses on June service improvements



Amenity Improvements

Beginning work on shelter installation in Pawtucket
Repurposing equipment to assist with shelter rehabs



Performance Data and Benchmarking

First draft deliverables from efficiency study available shortly
Exploring tools to better connect various operational systems



Greg Harris



EMPLOYEE SPOTLIGHT

Since joining RIPTA in 2003, Greg has played a central role in shaping Rhode Island's public transportation network. He brings a thoughtful, data-informed approach to network design and service planning that directly impacts the way thousands of Rhode Islanders get to work, school, medical appointments, and beyond.

A native of Falls Church, Virginia, Greg grew up in Hingham, Massachusetts. His academic journey reflects a deep connection to the environment and community planning: a semester with the National Outdoor Leadership School (NOLS) in the Rocky Mountains, a BS from SUNY College of Environmental Science & Forestry, and a Master of Community Planning from URI. After a job as a town planner in East Greenwich, Greg found his professional home at RIPTA.

As a Principal Planner, Greg leads the design of RIPTA's fixed-route network, always looking for ways to improve service and connectivity. Recent projects include the CCRI Warwick service redesign (introducing Routes 16 and 23 and modifying the 29) and extending Route 54 to reach Stop & Shop in Bellingham. He also coordinates with municipal and state partners on transit initiatives, contributes to long-term detour planning, ensures Title VI compliance, and supports outreach efforts.

But there's more to the work than simply drawing routes. "When planning for service changes, we have to consider budget, bus and driver availability, layover time, passenger travel patterns, major employers' schedules, and even whether a driver has access to a restroom," Greg explains.

"It's a delicate balance of logistics and community impact."

Outside the office, Greg is an avid reader and a lifelong learner. Time with his grandchildren is a top priority, along with a long list of hobbies that include skiing, running, hiking, traveling, gardening, and playing guitar.

What keeps Greg motivated after two decades at RIPTA? "When we get it right, we enable people to access jobs, education, and all that Rhode Island has to offer. That's meaningful work. I also love the ever-changing nature of public transit. There's always something new and working with our team and stakeholders to respond to that change is incredibly rewarding."

Principal Planner

This report reflects the FY 2025 Revised Budget as approved by the Board of Directors in December 2024.

Budget to Actual - April 2025

Budget-Actual FY 2025	Monthly Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$3,292,469	\$2,993,010	(\$299,459)	-9.1%
Federal Subsidies-CARES Act	\$2,229,796	\$2,229,796	\$0	0.0%
State Subsidies	\$3,524,433	\$4,056,969	\$532,536	15.1%
Other Revenue	\$845,430	\$472,924	(\$372,506)	-44.1%
Passenger Fares	\$928,668	\$882,320	(\$46,347)	-5.0%
Third Party Fares	\$887,417	\$753,613	(\$133,804)	-15.1%
Special Project Revenue	\$244,542	\$0	(\$244,542)	0.0%
Total Revenue	\$11,952,755	\$11,388,634	(\$564,121)	-4.7%
	Budget	Actual	VAR \$	VAR %
Salaries & Fringe Benefits	\$8,379,102	\$8,934,097	(\$554,995)	-6.6%
Contract Services	\$1,125,948	\$938,667	\$187,281	16.6%
Operating Expense	\$2,236,947	\$1,230,787	\$1,006,160	45.0%
Utilities	\$219,307	\$198,859	\$20,448	9.3%
Capital Match & Repayment	\$43,947	\$0	\$43,947	100.0%
Debt Service	\$0	\$0	\$0	0.0%
Special Projects	\$119,542	\$0	\$119,542	100.0%
Total Expenses	\$12,124,793	\$11,302,410	\$822,383	6.8%
Surplus/(Deficit)	(\$172,038)	\$86,224	\$258,262	

- Last of operating relief funds drawn down in April.
- Other revenue is under budget due to delays in pharmacy rebates.
- Contract and Operating services continue to come in under budget due to spending reductions.

This report reflects the FY 2025 Revised Budget as approved by the Board of Directors in December 2024.

Budget to Actual through April 30, 2025

Budget-Actual FY 2025	Year To Date Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$32,924,691	\$24,598,848	(\$8,325,843)	-25.3%
Federal Subsidies-CARES Act	\$8,919,184	\$13,378,776	\$4,459,592	50.0%
State Subsidies	\$50,502,961	\$48,539,043	(\$1,963,918)	-3.9%
Other Revenue	\$8,388,342	\$4,963,899	(\$3,424,443)	-40.8%
Passenger Fares	\$9,366,296	\$9,247,431	(\$118,865)	-1.3%
Third Party Fares	\$9,939,173	\$8,035,370	(\$1,903,804)	-19.2%
Special Project Revenue	\$2,445,417	\$0	(\$2,445,417)	-100.0%
Total Revenue	\$122,486,064	\$108,763,367	(\$13,722,698)	-11.2%
	Budget	Actual	VAR \$	VAR %
Salaries & Fringe Benefits	\$90,066,108	\$89,920,187	\$145,921	0.2%
Contract Services	\$11,259,521	\$6,895,454	\$4,364,068	38.8%
Operating Expense	\$22,180,303	\$13,764,455	\$8,415,849	37.9%
Utilities	\$1,560,939	\$2,038,868	(\$477,929)	-30.6%
Capital Match & Repayment	\$439,470	\$0	\$439,470	100.0%
Debt Service	\$0	\$0	\$0	0.0%
Special Projects	\$1,195,417	\$0	\$1,195,417	100.0%
Total Expenses	\$126,701,758	\$112,618,963	\$14,082,795	11.1%
Surplus/(Deficit)	(\$4,215,693)	(\$3,855,596)	\$360,097	

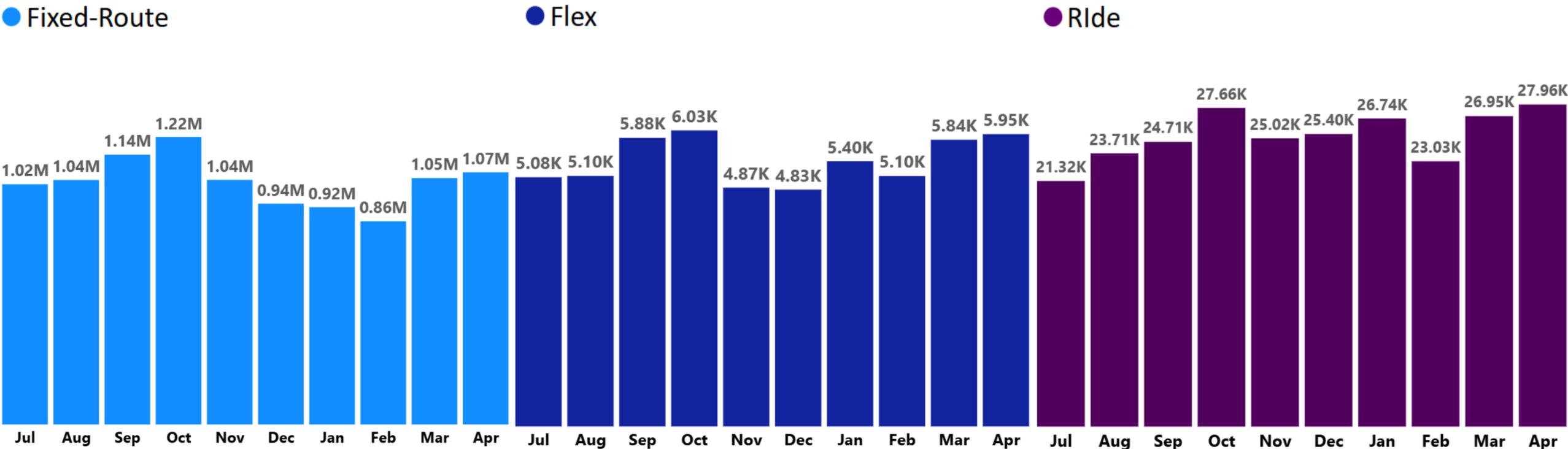
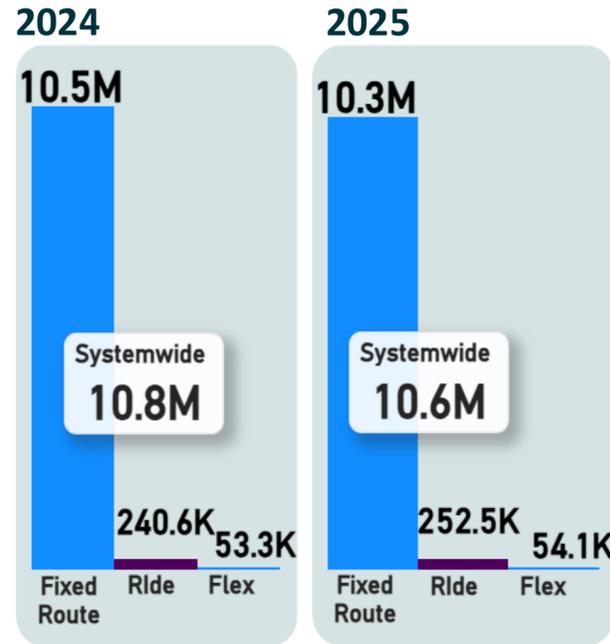
- Federal subsidies under budget due to CMAQ grant timeline and fewer Preventative Maintenance expenses.
- All operating relief funding has been drawn down.
- Other revenue under budget due to delays in pharmacy rebate payments.
- Contract and Operating services are under budget due to spending reductions and project timelines.

MONTHLY RIDERSHIP

Systemwide Ridership: April 2025



SYSTEMWIDE YEAR-TO-DATE



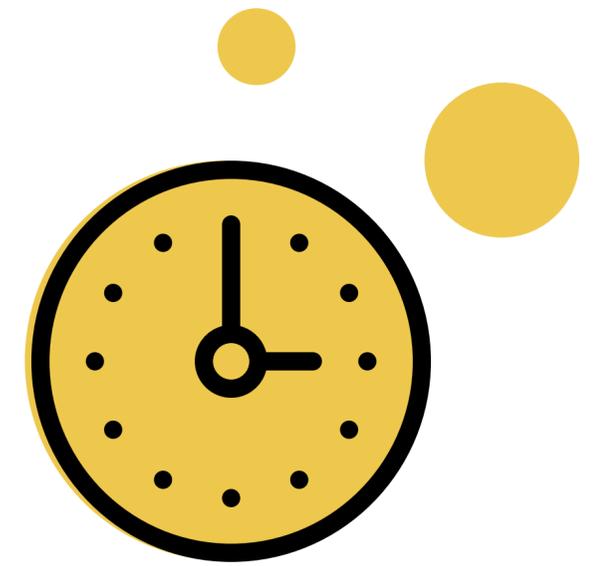
RIDERSHIP DECREASED 2% YEAR-TO-DATE FROM 2024

Fixed-Route ridership counts come from the Automatic Passenger Counts (APCs) from UTA. Flex and Ride Paratransit ridership counts come from Reveal tablets for Ride, and 3rd party reports for Taxi trips, Flex On Demand ridership (included with Flex) comes from Spare

ON TIME PERFORMANCE (OTP): FIXED-ROUTE

	2025	2024	2023	2022
APRIL	78.4%	76.5%	81.3%	81.7%
MARCH	78.9%	78.3%	82.4%	82.2%
FEBRUARY	79.6%	78.3%	82.2%	81.3%
JANUARY	79.1%	77.3%	82.4%	82.2%
DECEMBER		76.4%	76.9%	80.2%
NOVEMBER		74.0%	77.9%	79.2%
OCTOBER		73.7%	77.3%	78.3%
SEPTEMBER		72.7%	77.0%	78.1%
AUGUST		76.7%	79.3%	81.3%
JULY		78.0%	79.5%	81.0%
MAY		73.4%	78.6%	81.1%

OTP INCREASED BY 2% IN APRIL 2025 FROM APRIL 2024



On Time Performance

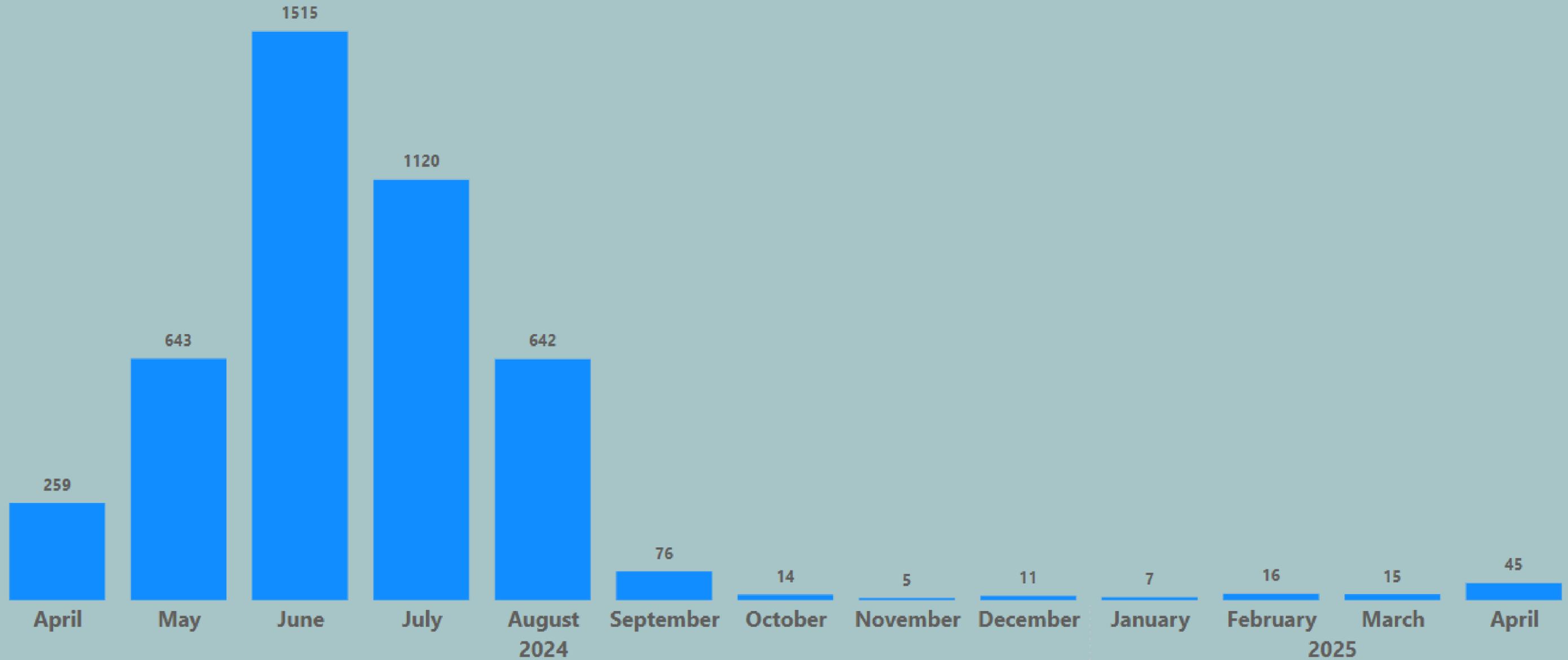
On Time Performance (OTP) is based on Departure Time. On Time is between 1 minute early and 5 minutes late.

ABBG AVERAGE: 79%

LOST SERVICE

April 2025

Cancelled/Uncovered Trips by Year and Month



* Counts based on regular trips

** Cancelled does not include Standby or School Cancelled trips



**Ride Anywhere Pilot
Evaluation Study
May 2025**

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Ride Anywhere Premium ADA Service Pilot Evaluation (DRAFT)

Rhode Island Public Transit Authority

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1 INTRODUCTION

This report summarizes the Ride Anywhere pilot launched by the Rhode Island Public Transit Authority (RIPTA) in January 2024 per the direction of the General Assembly in the FY2024 budget.¹ It offers information on RIPTA's Ride complementary paratransit service, a requirement of the Americans with Disabilities Act (ADA); provides pilot program usage statistics and customer feedback; and offers considerations for future premium paratransit service. Supporting data and other background information are presented as appendices.

RIPTA PARATRANSIT SERVICE

The ADA obligates RIPTA to provide complementary paratransit service to eligible individuals whose disabilities prevent them from traveling to/from bus stops or from using RIPTA's fixed-route buses. RIPTA must offer this service within 3/4 mile of either side of non-commuter bus routes, whenever fixed-route buses operate (i.e., the same service spans), and without regard to a customer's trip purpose. RIPTA's paratransit service is branded as Ride (called Ride ADA in this report). Figure 1 shows RIPTA's fixed-route bus routes and the Ride ADA and Flex service areas. The Ride ADA fare (currently \$4 each way) cannot be more than twice the regular fixed-route base fare. Further, the service must operate without capacity constraints, meaning RIPTA must provide sufficient vehicles and drivers to ensure customers' Ride ADA trips take about the same time as taking the bus and that the Ride ADA vehicle arrives at pickup locations on time. To meet those requirements, Ride operates its own fleet of accessible vehicles supplemented by local taxis.

There are approximately 4,000 eligible Ride ADA customers currently enrolled in the program. The service area—the places where customers can begin or end Ride ADA trips—includes most of the state's residents, covering 819,000 people, approximately 78% of the state's population.²

¹ The Ride Anywhere pilot and this evaluation study were implemented at the direction of the Rhode Island General Assembly and funded with \$500,000.

² Data based on analysis completed for the 2022 Paratransit Expansion Study.

Ride Anywhere Premium ADA Service Pilot Evaluation
Rhode Island Public Transit Authority

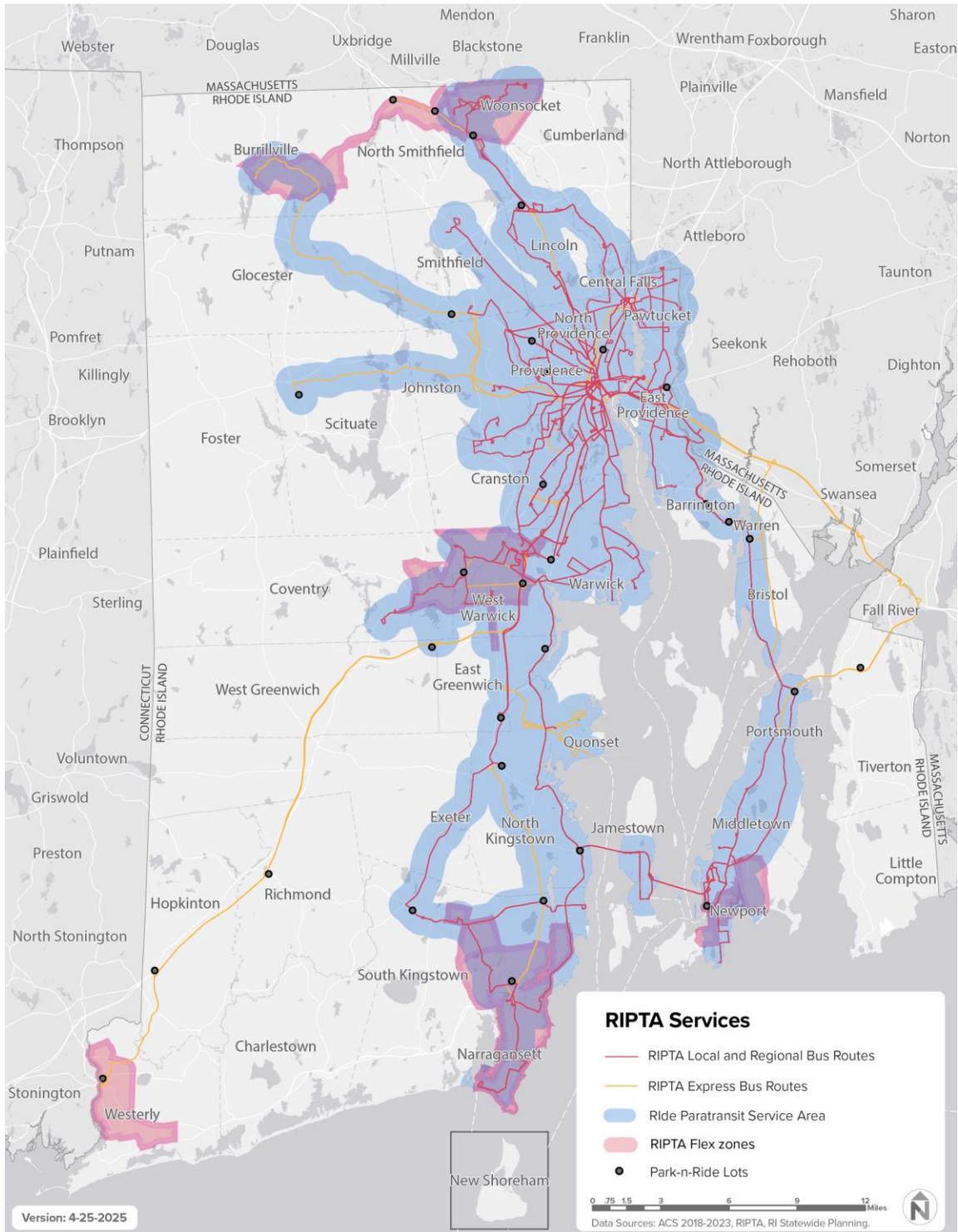


Figure 1 RIPTA Services

RIDE ANYWHERE PILOT

The Ride Anywhere pilot is a form of premium service (see text box) that originated with the authorization of \$500,000 in the FY2024 state budget to evaluate expanding paratransit services to underserved communities. RIPTA staff considered several service delivery options to accommodate an anticipated increase in trip requests and issued a request for interested bidders to operate the service, including a partnership with a transportation network company. RIPTA's Board of Directors opted to forego such a partnership and directed RIPTA's Ride team to operate the Ride Anywhere service with its own fleet and drivers and by contracting with additional local taxi companies.

Ride Anywhere launched in January 2024 providing next-day paratransit service to eligible Ride ADA customers anywhere in the state (except New Shoreham) and throughout RIPTA's service day. RIPTA attributed trips to the pilot program if they originated and/or ended outside the ADA service area or were scheduled outside the adjacent fixed-route bus service hours.

The pilot was initially scheduled to end on December 31, 2024, but at its November meeting, RIPTA's board voted to extend Ride Anywhere into 2025. Approximately \$411,000 was expended in 2024, excluding fees for consultant support. As of April 2025, the pilot program remained active.

Premium Service

The Federal Transit Administration (FTA) defines premium service as "any paratransit services that a transit operator provides above and beyond its regulatory obligations. This could include...operating paratransit service beyond the fixed-route service area, providing service when the fixed-route system is not running, or by exceeding the basic next-day service requirement. In such cases, the operator would not be bound by the service criteria for ADA complementary paratransit, including the requirement that limits the fare to no more than twice the fare for a comparable trip on the fixed-route system." FTA's guidance also strongly advises transit operators to continue to comply with the ADA requirements.

See <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/premium-charges-paratransit-services>.

2 RIDE ANYWHERE ADOPTION AND USAGE

In 2024, 357 unique customers (8.9% of all eligible) utilized Ride Anywhere to travel to/from locations outside of the Ride ADA service area or when Ride service was previously unavailable. These 357 customers took 7,309 trips. By comparison, RIPTA provided over 158,000 ADA trips to 3,108 customers during the same period. Notably, just 27 customers took half of all Ride Anywhere trips in the first year of the pilot.

RIDERSHIP AND SERVICE TRENDS

RIPTA launched the Ride Anywhere pilot program in January 2024 and limited promotion so it could ramp up service delivery without having to deny trip requests to program participants. As such, customer growth was gradual with 357 customers taking at least one Ride Anywhere trip in 2024. Table 1 shows the number of customers taking their first Ride Anywhere trip by month. While Ride Anywhere was not marketed broadly, the relatively low usage compared with Ride ADA usage reflects the significant population covered within the Ride ADA service area. In addition, most important destinations in the state (medical, educational, recreational, retail, and employment) are within or very close to the ADA service area.

Table 1 New Customer Use of Ride Anywhere Pilot (Calendar Year 2024)

Month	New Customers	Cumulative Customers
Jan	21	21
Feb	52	73
Mar	39	112
Apr	18	130
May	37	167
Jun	29	196
Jul	29	225
Aug	26	251
Sep	37	288
Oct	21	309
Nov	24	333
Dec	24	357

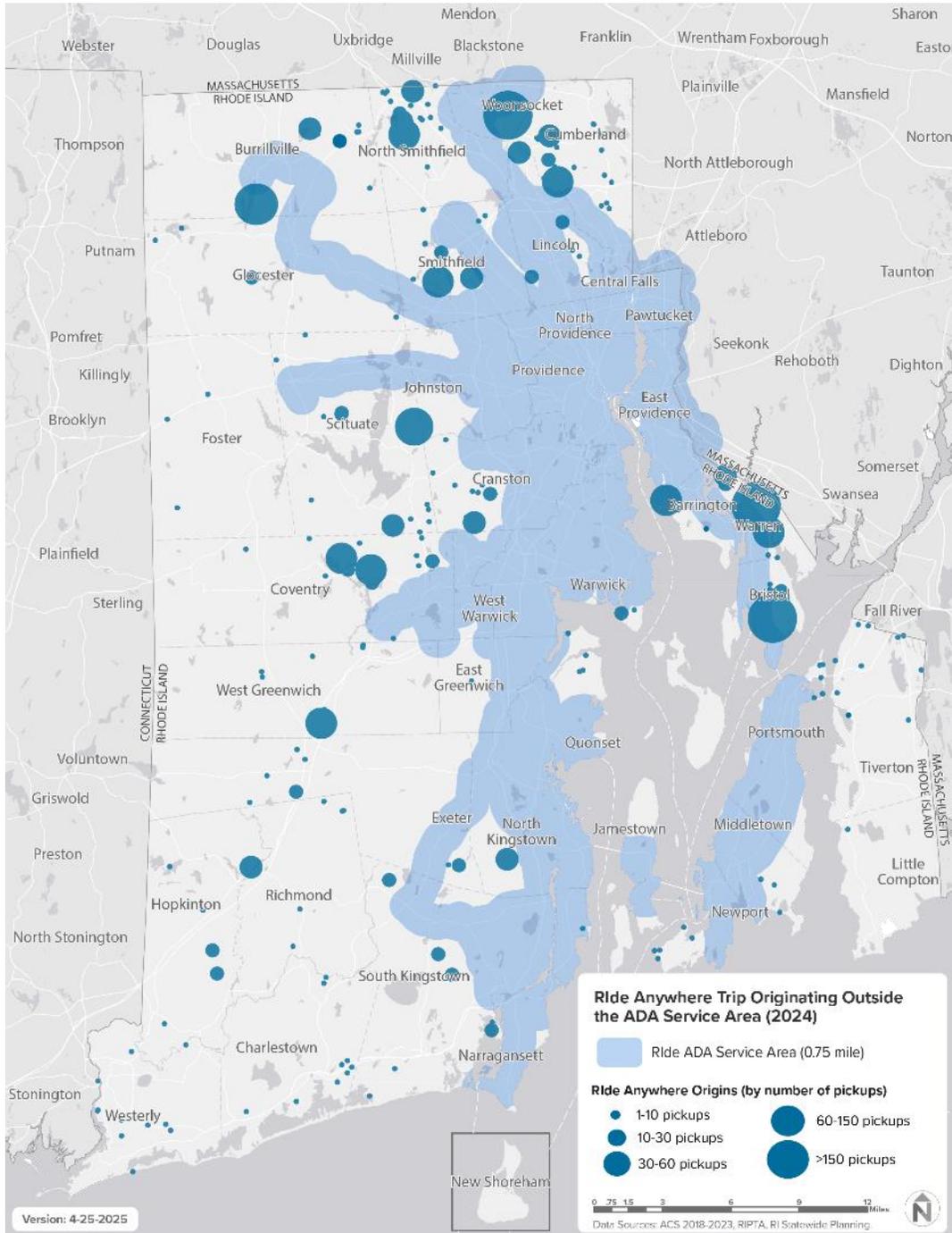
Source: RIPTA

RIDE ANYWHERE TRIP ORIGINS AND DESTINATIONS

Using 2024 data, the consultant team plotted the addresses of Ride Anywhere trip origins (pickups) and destinations (drop-offs). Figure 2 illustrates trip origins (pickup locations) that began outside the ADA service area as well as the relative number of trips from each location. Figure 3 shows the drop-off locations and the relative number of trips to each location.

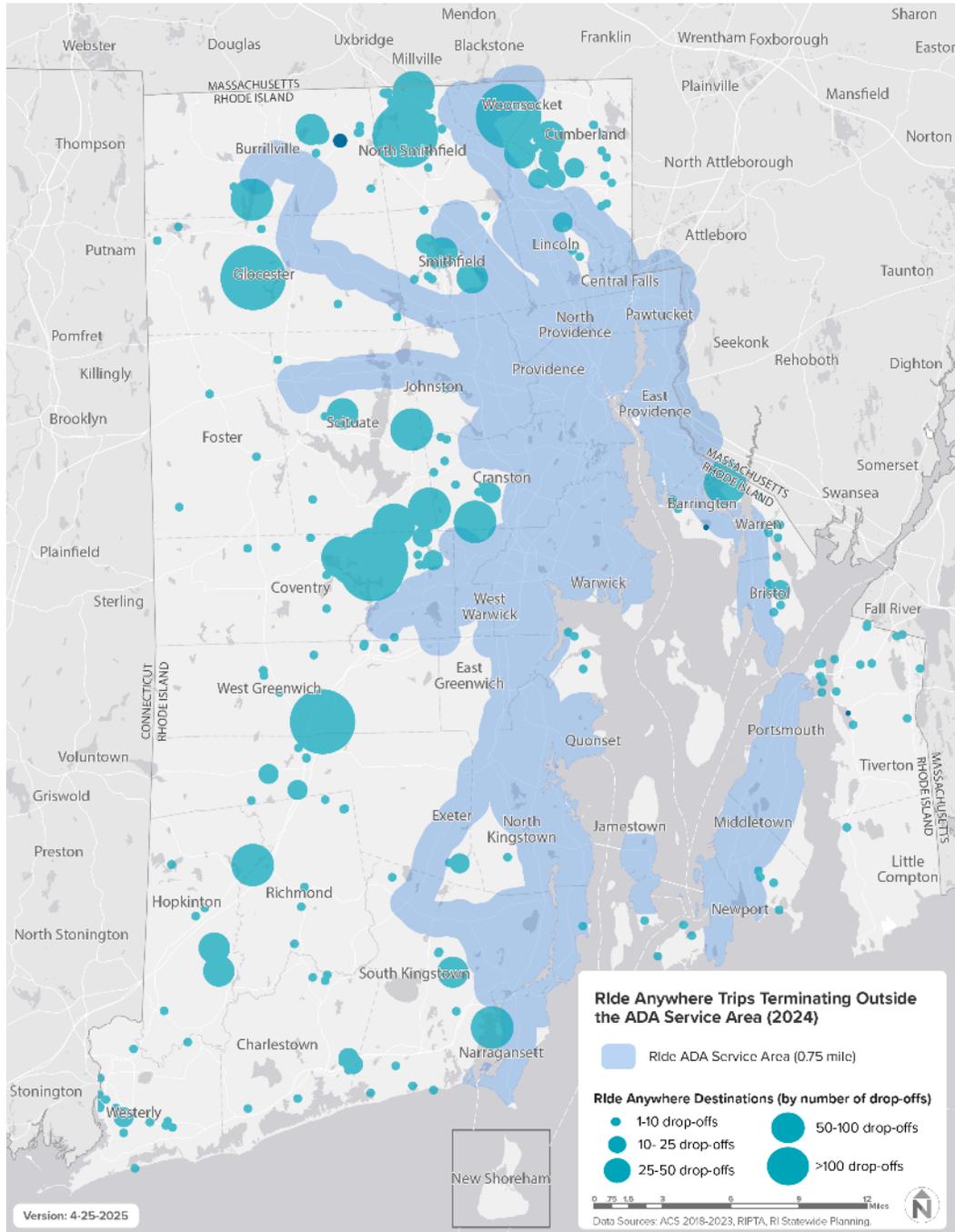
Ride Anywhere Premium ADA Service Pilot Evaluation
Rhode Island Public Transit Authority

Figure 2 Ride Anywhere Trip Origins (2024)



Ride Anywhere Premium ADA Service Pilot Evaluation
Rhode Island Public Transit Authority

Figure 3 Ride Anywhere Trip Destinations (2024)



Ride Anywhere Trip Origins Compared with RIPTA Bus Routes

The team tabulated the trip origins (pickups) for all 7,309 Ride Anywhere trips and identified the 975 unique pickup addresses. The team also measured the distance of each pickup location from RIPTA bus routes. Trips that began within 0.75 miles of a bus route were within the ADA service area and trips that began beyond that distance were outside the ADA service area. Table 2 presents these Ride Anywhere trips according to the address’s distance from a bus route.

Trips Originating Outside the ADA Service Area

As shown in the table, 2,680 of the 7,309 Ride Anywhere trips began outside the ADA service area. Of these, 340 trips (13%) began from 38 locations (16%) just outside the ADA service area (between three fourths of a mile and one mile from a bus route). Further, 1,428 trips (53%) began from 101 locations (42%) between one and two miles of a bus route.

Table 2 Ride Anywhere Trip Origins (Pickups) by Distance from Fixed-Route Service

Pickups outside ADA Service Area by Distance from RIPTA bus routes	Number of Trips	Percent Outside ADA	Unique Addresses	Percent Outside ADA
0.75–1 mile	340	13%	38	16%
1–2 miles	1,428	53%	101	42%
2–3 miles	405	15%	28	12%
3–4 miles	20	1%	9	4%
4–5 miles	22	1%	13	5%
More than 5 miles	465	17%	53	22%
Total pickups outside ADA service area	2,680	100%	242	100%
<i>Pickups within ADA service area (<0.75 miles)</i>	4,629	-	733	-
All pickups	7,309	-	975	-

Source: RIPTA (percentages rounded)

Trips Ending Outside the ADA Service Area (Drop-offs)

Table 3 presents information for Ride Anywhere trips ending outside the ADA service area. As shown, 2,986 of the 7,309 drop-offs took place outside the ADA service area. Of these, 359 trips (12%) ended at 50 locations (17%) just outside the ADA service area (between three

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fourths of a mile and one mile from a bus route). Further, 1,421 trips (51%) ended at 112 locations (39%) between one and two miles of a bus route.

Table 3 Ride Anywhere Non-ADA Drop-off Locations by Distance from Fixed-Route Service

Drop-offs outside ADA Service Area by Distance from RIPTA bus routes	Number of Trips	Percent Outside ADA	Unique Addresses	Percent Outside ADA
0.75–1 mile	359	12%	50	17%
1–2 miles	1,521	51%	112	39%
2–3 miles	514	17%	29	10%
3–4 miles	20	1%	10	3%
4–5 miles	26	1%	14	5%
More than 5 miles	546	18%	72	25%
Total drop-offs outside ADA service area	2,986	100%	287	100%
<i>Drop-offs within ADA service area (<0.75 miles)</i>	4,323	-	722	-
All drop-offs	7,309	-	1,009	-

Source: RIPTA (percentages rounded)

3 CUSTOMER FEEDBACK

The consultant team obtained customer input about their experiences with the Ride Anywhere premium service pilot. Outreach included individual interviews with eight customers and one taxi provider, a small focus group with five participants, and a concurrent web survey available in both English and Spanish.

INTERVIEWS

The team recruited candidates for individual interviews by consulting usage data, contacting individuals who had expressed interest to RIPTA staff, and following staff recommendations. Interviews took place on Zoom or via telephone with conversations lasting 15 minutes to one hour, with an average interview length of 30 minutes. Questions emphasized riders' transportation needs, travel patterns, benefits and drawbacks of existing Ride Anywhere service, and suggestions for improvements to existing service. (For a full list of questions, consult Appendix A).

KEY THEMES

The team summarized recurring themes and specific comments below.

Independence

Several customers credit the Ride Anywhere pilot program with improving or even restoring their independence. Because Ride ADA customers were no longer limited to traveling within the Ride ADA service area, customers could expand the types of destinations they could access on transit, improving their quality of life and preventing them from feeling like a burden on family, friends, and colleagues.

Newly accessible trips ranged from trips to work, medical facilities, gyms and physical therapy offices, performance venues, loved ones' homes, beaches and parks, movie theatres, shopping centers, and even political and advocacy events. For several customers residing outside the Ride ADA service area, the pilot enabled them to independently travel to destinations within the Ride ADA service area. Those customers expressed a strong preference to contact a transportation provider (RIPTA) to schedule a trip instead of relying upon friends or family. The door-to-door nature of Ride Anywhere eliminated the need to rely on a colleague or relative to bring them to or from a drop-off or pickup point.

The pilot program was especially game-changing for customers with progressive disabilities who described the struggle of losing independence. Several previously faced the difficult decision of whether to relocate elsewhere in the state or change other key features of their

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lives or accept their lack of independence and potential isolation. Ride Anywhere service was described by two customers as the thing that “most improved [their] quality of life” in 2024 by allowing them to travel independently.

Examples

Evening Hours

- One rider used Ride Anywhere to independently attend a performance that ended after Ride ADA service would have previously ended.
- Prior to the pilot program, one rider struggled to attend night classes after work because, although the classes were in the Ride ADA service area, they ended after Ride ADA service hours. This rider was sometimes forced to miss classes due to classmates’ and family members’ availability.

Physical Health

- One rider who lives outside of the Ride ADA service area used Ride Anywhere to regularly attend specialized exercise classes that improved their physical health and mobility and served as a social opportunity. This rider described themselves as previously being isolated and struggling with rapidly declining physical fitness.
- One rider who lives within the Ride ADA service area used Ride Anywhere to access their primary care physician, who moved from an office within the Ride ADA service area to a facility outside the Ride ADA service area.

Employment

- One rider who lives within the Ride ADA service area but works in a region without Ride ADA service used Ride Anywhere five days a week for their commute. Previously, they relied on coworkers and family and often had to frantically schedule and reschedule their trips to ensure they could arrive at work on time.

Family Connections

- One rider who lives within the Ride ADA service area used Ride Anywhere to travel to a family member’s house less than ½ mile outside the Ride ADA service area. Previously, this rider had to be dropped off at a secondary location and wait for their family member to pick them up and drive them the final three minutes to their home.

Service Efficiency

Although the interviewed customers found the Ride Anywhere service to be excellent overall, some customers described features of the service that illustrate potential challenges to the pilot program's long-term sustainability. Of the eight customers interviewed, seven described often being the only rider on a RIPTA Ride vehicle for the entire duration of their pilot trip. One rider reported being alone even on Ride ADA trips that occur in peak commute travel periods, such as between 7 and 9 a.m. and 4 and 6 p.m.

These efficiency issues are likely linked to RIPTA's limited trip negotiation policy. All customers interviewed never experienced trip negotiations or trip denials after the start of the Ride Anywhere pilot program: RIPTA fulfilled their requested trips in both programs at the requested times. In the future, by negotiating some pickup and drop-off times, RIPTA could better group trips and avoid costly inefficiencies, such as Ride vans with only one passenger.

Taxi Service

Customers had varying experiences with Ride Anywhere service depending on their vehicles.

- Several customers voiced a preference for RIPTA vans due to the friendliness and good service of the drivers.
- Customers who require wheelchair accessible vehicles (WAVs) also expressed their gratitude to RIPTA drivers: Drivers were described as well-trained, respectful, kind, on-time, and skilled at safe wheelchair securement.
- Customers who also take Ride trips in taxis had comparatively more complaints about driver professionalism, though these complaints were not major.
- One rider voiced a preference for taxi service due to the potential for interpersonal connection but also had a clear preference for specific drivers and companies, again highlighting the variability of service across providers.

There were also some clear discrepancies in on-time performance depending on whether the trip was fulfilled by a RIPTA vehicle or a taxi service:

- Customers voiced their concern that taxis do not track their movement effectively and are not adequately integrated into the GPS system, resulting in delays and unusual trip routes that add time to trips.
- Taxi drivers are also less likely to alert customers that they are running late, contributing to a lack of clarity around arrival times. This did not apply to all taxi services and drivers—two customers singled out one operator as an excellent taxi

driver and provider—but overall uncertainty around taxi service contributes to a clear preference for RIPTA vehicles for many customers.

FOCUS GROUP

A virtual focus group was conducted on February 6, 2025, to hear from five additional Ride Anywhere customers. Four of the five participants were semi-regular (weekly or monthly) Ride Anywhere customers who used the program for social, educational, recreational, shopping, and medical destinations, such as political events, group functions, beauty appointments, physical therapy, and errands. Two participants live more than 2 miles outside of the current Ride ADA service area and could not use RIPTA services regularly prior to the pilot program.

Much of the feedback received in the focus group corresponded to the key findings from longer interviews. Participants appreciated the flexibility of the pilot service and the accessibility for all Rhode Island residents for all trip purposes, even those in more rural communities. All participants expressed wishes for the pilot program to continue to keep improving their quality of life and independence. Importantly, some participants voiced that they would still utilize and support the Ride Anywhere service if fares were higher than standard Ride ADA fare a reflection of the premium service nature of the pilot program.

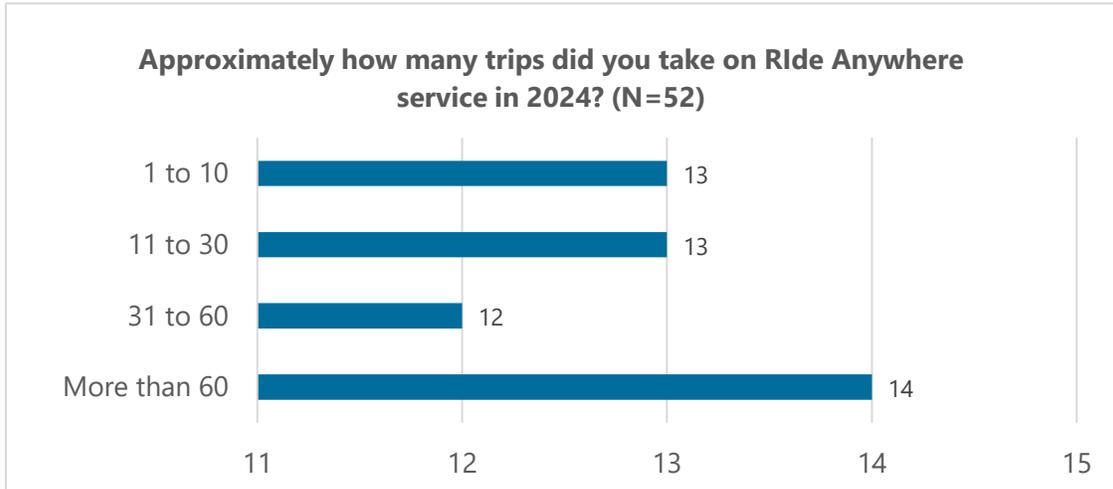
Others asked for better ways to track trips provided by taxi contractors and for improved communications about vehicle ETA, an issue of particular importance for low-vision customers.

CUSTOMER SURVEY

RIPTA's consultant team distributed an accessible online survey via email to all Ride Anywhere customers with a known email address. The SurveyMonkey survey was available in both English and Spanish; there were no Spanish survey respondents. Appendix A provides a copy of the survey questions.

Of the 80 survey respondents, 55 stated they took at least one Ride Anywhere trip in 2024. Trip purposes on Ride Anywhere were diverse, with medical appointments, visiting family and friends, and recreation and leisure comprising the most trips. Many respondents were semi-regular customers, with over 60 trips in 2024. See Figure 4.

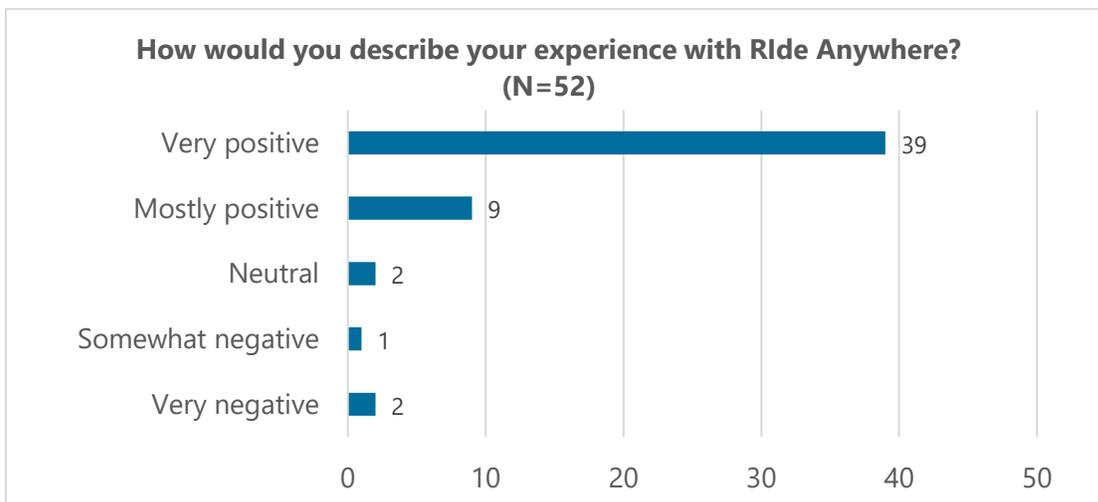
Figure 4 Ride Anywhere Trip Frequency Survey Question



Source: Customer survey

Experiences with Ride Anywhere were overwhelmingly positive, with most respondents describing their experiences as very positive or positive. Customers also shared extremely positive descriptions of the service: "... lifesaver"; "... it helps me to be able to participate in social interaction"; "... extremely reliable and consistent"; "... allows me to live independently." See Figure 5. Overall, respondents emphasized the accessibility and convenience the service brings to their life. See Appendix A for additional suggestions and responses to open questions.

Figure 5 Customer Opinion of Ride Anywhere Survey Question



Source: Customer survey

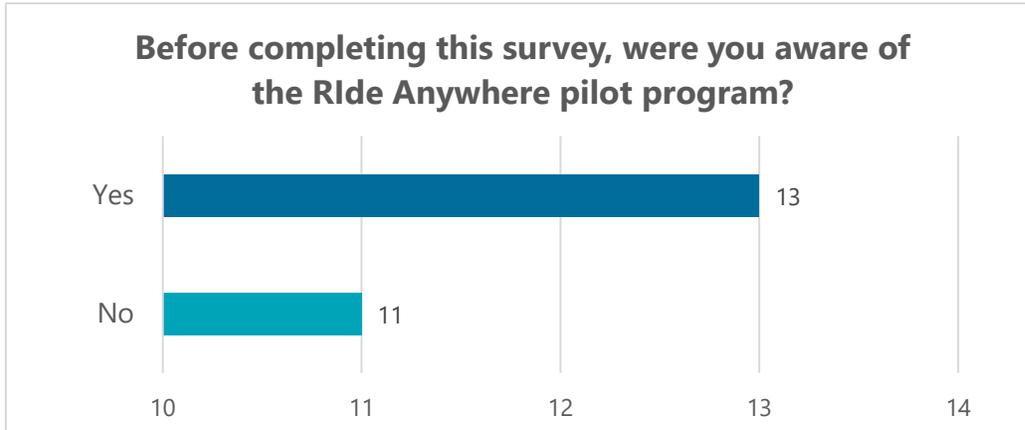
Of the 25 customers who had not reported taking a Ride Anywhere trip, 46% had not heard of the pilot program prior to the survey. This is reflective of the limited publicity and

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marketing around Ride Anywhere prior to December 2024 when RIPTA issued a press release announcing the pilot program would continue into 2025. A majority of the 11 respondents who had heard of the service but opted not to use it stated that the existing Ride service met their needs. See Figure 6.

Figure 6 Ride Anywhere Program Awareness Survey Question



Source: Customer survey

4 PROGRAM COST AND CAPACITY ANALYSIS

SERVICE MODEL AND PER-TRIP COSTS

To ensure sufficient capacity was available to deliver Ride ADA trips, RIPTA assigned approximately 80% of the Ride Anywhere trips in 2024 to taxi contractors. RIPTA covered 100% of the taxi fares, which totaled \$361,400 in 2024. The net cost per taxi trip, excluding collected rider fares of \$4 per trip, was just under \$56. This cost does not include any overhead allocation for program oversight (processing invoices, reconciling trip details after the fact, or field monitoring to ensure compliance). The total cost per RIPTA-provided trips (using Ride vans) was \$79,600 and the net cost (excluding collected fares), was approximately \$58. All told, the net service delivery costs for 2024 were \$411,300.

Trips Previously Partly Delivered by RIPTA

Before the Ride Anywhere pilot program launched, some Ride customers with trip origins or destinations outside the ADA service area used Ride service for a portion of their trip and transferred to/from another mode at a designated meeting point. With the Ride Anywhere pilot program, customers were able to use RIPTA's services to complete their entire trip. While it was not possible to identify the costs of prior Ride trips to/from these meeting locations or to quantify how often riders transferred to other modes, RIPTA would likely have incurred some of these costs without the pilot program.

DETERMINING FUTURE COSTS

To evaluate RIPTA's capacity to meet additional demand and to evaluate future program costs, the consultant team selected a sample week from October 2024. The following discussion includes all Ride trip data for the week of October 20–26.

Distribution of Trips by Provider Type

Table 5 shows the Ride ADA and Ride Anywhere trips and provider type by service during the sample week when 2,692 Ride trips and 695 Ride Anywhere trips took place. As shown, RIPTA provided 82% of the Ride ADA trips and 13% of the Ride Anywhere trips. Taxi contractors provided 18% of the Ride ADA trips and 87% of the Ride Anywhere trips during the sample week.

Table 4 Sample Week Distribution of Trips by Provider (October 20–26, 2024)

Provider/Program	Ride ADA		Ride Anywhere		Total
	Number	Percent	Number	Percent	
RIPTA	2,195	82%	30	13%	2,225
Taxi contactors	497	18%	195	87%	695
Total	2,692	100%	225	100%	2,917
Share of trips	92%		8%		100%

Source: RIPTA

Sample Week Costs

Costs during the sample week are comprised of revenue hour data for RIPTA-provided trips and actual taxi reimbursements for contractor-provided trips. Net service costs for the week exclude fares collected. Table 5 presents the net costs per trip by provider type and by service type.

Table 5 Sample Week Net Service Delivery Cost by Provider (October 20–26, 2024)

Provider/Program	Ride ADA	Ride Anywhere	Total
RIPTA van trips	2,195	30	2,225
RIPTA net costs	\$95,957	\$1,722	\$97,679
RIPTA cost per trip	\$43.72	\$57.40	\$43.90
Taxi trips	497	195	692
Taxi net costs	\$23,864	\$10,968	\$34,832
Taxi cost per trip	\$48.02	\$56.25	\$50.34
Total	\$119,821	\$12,690	\$132,511
Cost per trip	\$44.51	\$56.40	\$45.43

Source: RIPTA, Nelson\Nygaard

RIPTA-provided Trips

As shown, based on Ride service hours and RIPTA’s Ride rate of \$115.14 per hour, RIPTA’s net cost per trip during the sample week was \$43.72 for Ride ADA trips and \$57.40 for Ride Anywhere pilot trips. The lower per-trip cost for Ride ADA trips reflects shorter trips and more shared rides than taxi-provided trips, consistent with RIPTA delivering most of the Ride trips within the ADA service area.

Taxi-provided Trips

Based on actual reimbursements, the net cost of taxi-provided Ride ADA trips during the sample week was \$48.02 per trip, about \$4.30 more than RIPTA-provided trips. The net cost for taxi-provided Ride Anywhere trips was \$56.25 per trip, slightly less than RIPTA's per-trip cost.

Administrative Cost Considerations

The above data for RIPTA's per-trip costs include administrative overhead expenses for operating the entire Ride ADA service. Conversely, the presented taxi costs are direct fees with no overhead expenses allocated to them. Going forward, the costs of administering the Ride Anywhere program, including contractor oversight, should be included in program-delivery costs.

ANTICIPATED FUTURE DEMAND

The Ride Anywhere pilot has provided an important mobility benefit to eligible Ride ADA customers whose travel needs cannot be met by the ADA-required Ride paratransit service. However, the number of Ride customers who used Ride Anywhere in 2024 was relatively low; approximately 10% of all 4,000 eligible Ride customers took at least one trip during the year. Within this customer base, 27 customers took about half of Ride Anywhere trips in 2024. This relatively high pilot program usage by a small share of Ride customers is an indicator that the pilot service is meeting important travel needs of a relatively small number of customers. Based on the above, the number of future customers is unlikely to grow significantly. The consultant team estimates that given current circumstances, fewer than 500 ADA customers will use the service per year.

FUTURE PILOT PROGRAM COSTS

In 2024, Ride Anywhere program costs were approximately \$411,000, excluding evaluation study expenses. As discussed above, the net program costs for the October sample week were \$12,500. While it is difficult to predict precisely how many current ADA customers will use Ride Anywhere going forward or how many additional individuals with disabilities will apply for eligibility and take Ride Anywhere trips, the consultant team used the sample week data to estimate the future program costs. The short-term estimate is between \$550,000 and \$750,000 per year, not accounting for inflation. This range was determined by multiplying the \$12,500 sample week net costs by 52 ($\$12,500 \times 52 = \$650,000$) and using this figure as the midpoint of the range ($\pm \$100,000$).

5 FINDINGS

Operating a geographically dispersed paratransit service such as Ride Anywhere requires a substantial level of investment due to high per-passenger costs, limited multi-loading opportunities, and the associated need for sufficient vehicles and operators. In view of RIPTA's budget challenges, the following policy considerations are offered.

CHARGING A PREMIUM FARE

As noted, while transit agencies are free to offer paratransit services that exceed the minimum ADA requirements, FTA guidance on premium service notes that transit agencies should "not be bound by the service criteria for ADA complementary paratransit, including the requirement that limits the fare to no more than twice the fare for a comparable trip on the fixed-route system."³

Most transit agencies offering premium paratransit service charge a higher fare than charged for ADA service. For example, the MBTA in Boston charges \$3.35 per trip for RIDE service and \$5.60 for premium trips (trips with origins and/or destinations greater than 3/4 miles from MBTA bus or subway service).⁴ The MBTA offers eligible seniors or income-eligible customers reduced fares for ADA and premium trips. In Pittsburgh, the Access ADA program one-way fare is \$3.15 within the base (3/4-mile) service area and \$5.25 beyond the base service area.

The consultant team recommends charging a premium fare for service that exceeds the minimum ADA requirements. For example, RIPTA may wish to charge Ride Anywhere customers twice the ADA fare but continue to apply fare-capping rules to daily and monthly fare expenditures.

NEGOTIATING TRIP TIMES

The ADA obligates RIPTA to meet its minimum obligations for complementary paratransit service (Ride ADA). This means operating without capacity constraints, ensuring customers' Ride ADA trips take about the same time as taking the bus, and that the Ride ADA vehicle arrives at pickup locations on time. RIPTA cannot accept premium trip requests at the expense of providing ADA service.

Most transit agencies operating premium service meet their ADA obligations by establishing more stringent rules for premium service. Examples include negotiating trip times including

³ <https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/premium-charges-paratransit-services>

⁴ <https://www.mbta.com/accessibility/the-ride/ride-fares-and-adding-funds>

offering pickup times fit best into Ride schedules. While this may result in occasional trip offers that do not meet customer needs, most customers prefer to be offered a guaranteed trip time versus not receiving any trip offers. Other agencies use waiting lists, meaning call takers record the requested trip information, place it on a waiting list and confirm the trip later, often the night before travel. Other transit agencies employ monthly trip caps to ensure all potential customers have equal access to the service. See callout box for potential ways to describe Ride Anywhere in public materials.

Potential Ride Anywhere Program Description

Should RIPTA use this approach for Ride Anywhere, public statements may include:

- Ride Anywhere is a premium service providing paratransit service to eligible customers to/from locations more than 3/4 miles from a RIPTA bus route or at times when RIPTA bus service is not available.
- The ADA obligates RIPTA to ensure Ride ADA service accommodates all eligible trip requests. Accordingly, customers requesting Ride Anywhere trips may not be able to be picked up or dropped off at the times they request. Further, customer service agents may place trip requests on a waiting list and confirm the trip details at another time.
- On rare occasions, RIPTA may not be able to fulfill a Ride Anywhere trip request.

MANAGING DEMAND WHILE SUPPORTING MOBILITY

Most transit agencies of RIPTA's size conduct in-person interviews for all new paratransit applicants and certain recertifications of existing customers. Agencies also conduct functional assessments for certain applicants to better determine their ability to travel to/from or use fixed-route service. RIPTA currently uses a paper application for Ride eligibility and is preparing to adopt an online application process. RIPTA should also consider moving to in-person eligibility interviews and functional assessments. While implementing this change would require investing in start-up resources and additional operating costs initially, it would likely reduce the number of approved customers.

CONTRACTING WITH NON-DEDICATED SERVICE PROVIDERS

For the Ride Anywhere pilot, RIPTA assigned trips to taxi companies licensed to operate in the state and reimbursed them using commercial fares. While such an arrangement is appropriate for a pilot, RIPTA may wish to explore contracts with a range of non-dedicated service providers (NDSPs), including taxi companies, that can provide vehicles and drivers to meet program demands.

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A range of options exists including companies such as SilverRide and UZERV. The benefits of contracting with NDSPs are improved reliability, technology integration, and cost savings. Agencies that contract with NDSPs typically need to dedicate staff to contract monitoring. In addition, when issuing requests for proposals (RFPs) for NDSPs, it is beneficial to offer a minimum number of daily trips, thus increasing the number of vendors who may bid. In addition, by guaranteeing a minimum number of daily trips local vendors can use such contracts to finance operational expansion.

CONCLUSION

The Ride Anywhere pilot program has filled an important mobility gap for certain individuals who have limited or no options available to travel to/from destinations outside the Ride ADA service area. To continue to provide a premium paratransit service while fulfilling its ADA obligations, RIPTA would need to invest in operations, eligibility, and service delivery while adopting sustainable program parameters. Such investments would require dedicated funding to sustain service in the future.

APPENDIX A

RIDE ANYWHERE RIDER SURVEY QUESTIONS

Survey Introduction

Launched in January 2024, the Ride Anywhere pilot program provides paratransit service throughout Rhode Island to qualified Ride customers. RIPTA is seeking feedback from those who have used the service, and we invite you to answer a few questions about your experience using Ride Anywhere, Ride, and RIPTA service. This survey should take 5 minutes to complete. An independent team will review all answers and summarize the results as part of an evaluation study that will be shared with the Rhode Island legislature in 2025.

Survey Questions

1. Which of the following services do you currently use? Please select all that apply.
 - a. Ride Anywhere (pilot paratransit program offering statewide service)
 - b. Ride (RIPTA ADA paratransit service)
 - c. RIPTA fixed-route bus
 - d. RIPTA Flex
 - e. Other (please specify)
2. Before completing this survey, were you aware of the Ride Anywhere pilot program?
 - a. Yes
 - b. No
3. What is your reason for not using the Ride Anywhere program?
 - a. The Ride paratransit program meets my travel needs.
 - b. I have not yet had the chance to try the service.
 - c. Other (please specify)
4. Would you use Ride Anywhere service if you needed to travel outside the current ADA paratransit service area?
 - a. Yes
 - b. No
 - c. Unsure

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5. How did you first hear about Ride Anywhere?
 - a. RIPTA website
 - b. RIPTA customer service staff
 - c. ATAC meeting
 - d. Other riders/ word of mouth
 - e. Social media (Facebook, Instagram, etc.)
 - f. Other (please specify)
6. Approximately how many trips have you taken on the Ride Anywhere service in 2024?
 - a. 1 to 10
 - b. 11 to 30
 - c. 31 to 60
 - d. More than 60
 - e. I don't know
7. Please tell us about your use of the Ride Anywhere service. Select up to two choices.
 - a. It brings me to locations I cannot get to using Ride paratransit.
 - b. I reside outside the Ride paratransit service area.
 - c. I can travel at times when Ride paratransit is not available to me.
 - d. Other (please specify)
8. Please tell us the types of places or trip purposes for which you use Ride Anywhere. Select all that apply.
 - a. Commuting to work
 - b. Going to school
 - c. Medical appointments
 - d. Grocery shopping/errands
 - e. Visiting friends/family
 - f. Leisure/recreation
 - g. Other (please specify)
9. How would you describe your experience with Ride Anywhere?
 - a. Very positive
 - b. Mostly positive
 - c. Somewhat positive
 - d. Neutral
 - e. Somewhat negative

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- f. Mostly negative
 - g. Very negative
10. Please share any further thoughts on Ride Anywhere.
11. Approximately how many trips have you taken with Ride paratransit service in 2024? These trips are within the paratransit service area (within $\frac{3}{4}$ mile of a bus route). This service was available before the pilot launched.
- a. No trips
 - b. 1 to 10
 - c. 11 to 30
 - d. 31 to 60
 - e. 61 to 100
 - f. More than 100
 - g. I don't know.
12. Are you currently employed or in school?
- a. Yes, employed
 - b. Yes, in school
 - c. Yes, I am both employed and in school
 - d. No
13. How old are you?
- a. Under 18
 - b. 18-24
 - c. 25-34
 - d. 35-44
 - e. 45-54
 - f. 55-64
 - g. 65-74
 - h. 75-84
 - i. 85+
14. How would you describe your disability and mobility challenges?
15. What is your zip code?
16. Please share any further thoughts on Ride service.

Thank you!

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Thank you for providing feedback on Ride and/or Ride Anywhere service! Your time and feedback are invaluable to this process.

RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO:
DATE:
PREPARED BY:
DEPARTMENT:

TITLE :

RIPTA's Board of Directors is requested to approve a contract for RICON Construction of Warwick, RI in the amount of \$396,650 for the installation of shelters and amenities along the Transit Emphasis Corridor (TEC) in Pawtucket, RI. Included in the scope of work work is safety modifications for the existing bus islands.

Additionally, we are requesting a 15% contingency of \$59,498 to cover any unforeseen issues for a total approved value of \$456,148.

BACKGROUND

On February 27, 2025 RFP 25-11 titled "Pawtucket TEC Bus Shelter RFP for Construction Services" was issued. The RFP was publicly advertised on the RI State Purchasing website, sent directly to over 40 vendors, and advertised by Dodge Reports and similar websites. A Prebid meeting was held March 13, 2025. Responses were due April 10, 2025.

Three responsive bids were received. The evaluation team met to assess the proposals on April 22, 2025, and RICON was determined to be the successful vendor.

JUSTIFICATION

The original TEC project, which took place during the construction of the Pawtucket/Central Falls Transit Center, installed two bus islands, painted red bus lanes from Pine Street to Roosevelt, and installed miscellaneous signage along the bus lanes. The original TEC modifications were performed to support the high ridership in this area. However, the project did not include new bus shelters and accessories.

Since the installation of the bus islands, RIPTA has received reports of vehicles traveling over the bus islands striking signage and/or leaving other damage.

This project will include new shelters, accessories, signage, solar lighting, and bus island protection to keep riders safe while waiting for the bus on an island. Stops to be addressed include:

Goff After Broad
 Exchange Far Side Roosevelt
 Exchange Far Side Summer
 Exchange Near Side Roosevelt



RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO: **DATE:**
PREPARED BY: **DEPARTMENT:**

FUNDING

80% Federal Grant; 20% State RICAP

ALTERNATIVES

Continue utilizing the stops with the current amenities as-is. RIPTA will need to discourage riders from utilizing the bus islands until the safety concerns can be addressed.

RECOMMENDATION

RIPTA Project Management recommends the Board of Directors approve this contract.

APPROVALS (shaded Departments must approve all Staff Summaries). Projects between \$5,000 and \$10,000 must have Department Director/AGM. Projects between \$10,000 and \$100,000 must have CEO also. Projects greater than \$100,000 must also have Board of Directors Approval

Department	Initial	Date	Department	Initial	Date
Budget/Finance	<i>NW</i> NW	May 14, 2025	Maintenance/Facility	<input type="text"/>	<input type="text"/>
Customer Service	<input type="text"/>	<input type="text"/>	Marketing	<input type="text"/>	<input type="text"/>
Environmental/Safety	<input type="text"/>	<input type="text"/>	Planning	<input type="text"/>	<input type="text"/>
Project Management	<i>JC</i> JC	May 14, 2025	Procurement	<input type="text"/>	May 14, 2025
Flex/Paratransit	<input type="text"/>	<input type="text"/>	Security	<input type="text"/>	<input type="text"/>
Human Resources	<input type="text"/>	<input type="text"/>	Training	<input type="text"/>	<input type="text"/>
Inform. Services	<input type="text"/>	<input type="text"/>	Transportation	<input type="text"/>	<input type="text"/>
Legal/Risk Mgmt	<input type="text"/>	<input type="text"/>	Chief Exec. Officer	 Christopher Durand	May 15, 2025

Signature: *James W. Canty*

Email: jcanty@ripta.com

Signature: *Rita Hanson*

Email: lhanson@ripta.com

Signature: *Nathan Watchous*

Email: nwatchous@ripta.com

Signature: *CD*

CHRISTOPHER DURAND (May 15, 2025 09:22 EDT)

Email: cdurand@ripta.com