

NEW - FLEX ON DEMAND!

Get ready for public transit like you've never experienced before with RIPTA's new service - Flex On Demand! Book a ride from wherever you are in the service area, and we'll come to you. Affordable, on-demand transit is now at your fingertips.



On-Demand App

Request a ride at any time right on your phone through our Flex On Demand app. We operate on your schedule wherever you travel in the service area.



Curb-to-Curb Service

We'll pick you up and drop you off anywhere in the 204 Flex Zone, from your front door to your favorite restaurant and anywhere in between!



Same Low Price

At \$2 per ride, you'll love this budget-friendly alternative to mainstream ridesharing options. Simply pay with Wave or cash when you board.

How Does It Work?

This on-demand rideshare service allows passengers to use a smartphone app to request a ride to and from anywhere they wish to travel within the Flex Zone.

1. Get the App

Download Flex On Demand from the App Store or Google Play Store and create an account.

2. Book Your Ride

Enter your pick-up and drop-off addresses. You will be grouped with passengers headed in the same direction for quick and efficient trips.

3. Start Your Trip

The app will tell you exactly where to board the Flex van and when it is on its way.

4. Pay Your Fare

Pay your fare when boarding using Wave or cash (exact change only).

5. Enjoy Your Ride

Thank you for trying RIPTA's new on-demand pilot service!

PAY YOUR FARE

RIPTA Cash Fares*

Full Fare • Tarifa Básica..... \$2.00

Children under 5 ride free when accompanied by an adult.
Children ages 5 - 12 pay full fare and must be accompanied by an adult.



RIPTA Wave Fares

Visit RIPTA.com/wave for more information.

Available as either a smart card or mobile app, Wave is a contactless, convenient way to ride.

Full Fare • Tarifa Básica
(1 hour of unlimited rides)..... **\$2.00**

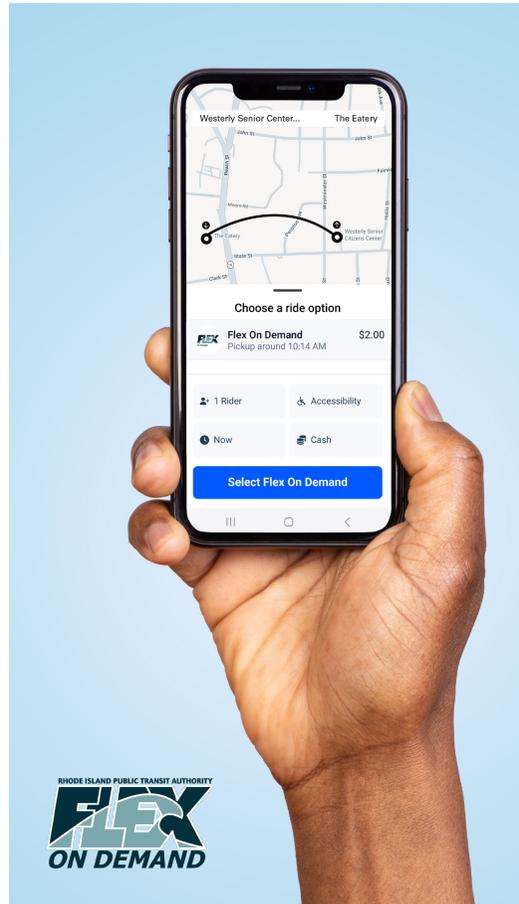
Day Pass • Pase Diario..... \$6.00

Monthly Pass • Pase Mensual..... \$70.00

RIPTA offers a **Reduced Fare Bus Pass Program** for Seniors, People with Disabilities, and Medicare Card Holders. Please visit RIPTA.com/ReducedFare for details.

RIPTA ofrece un **Pase de Tarifa Reducida** a los Adultos Mayores, Personas con Discapacidades y cualquier persona con una una Tarjeta de Identificación de Medicare.

* Subject to Change



FAQS

It's easy to ride around Westerly with Flex On Demand!

When does Flex On Demand run?

Passengers can book trips Monday - Friday, from 6:00am - 6:30pm. There is no service on weekends or holidays.

Is Flex On Demand wheelchair accessible?

Yes, all Flex vans are wheelchair accessible. Please note that you are only able to book one wheelchair space per trip. Parties traveling with multiple wheelchairs must book individual trips for each wheelchair space needed.

I don't have a smart phone. How do I book a ride?

One of our reservationists can book your Flex On Demand ride for you. Reservationists are available Monday through Friday from 8:30am - 4:30pm at 401-784-9500, ext. 1220.

How long does it take to get a Flex On Demand ride?

Most passengers wait between 5 to 15 minutes, although during busy times, wait times may be slightly longer.

How many people will I share a ride with?

The number of passengers you will share a ride with varies depending on who is headed in the same direction at the same time. Vehicles and bookings are limited to a capacity of 12 riders with space for 1 wheelchair.

How do I know where to meet my driver?

After you enter your pick-up location, such as the name of a business or a street address, the app will display the exact spot to board the Flex van. With curbside service, there's no need to wait at a bus stop - we come to you!

Can I transfer between a Flex van & other services?

Yes! Westerly Flex vans can connect riders to locations outside of Westerly. Riders anywhere in the Westerly Flex zone can reserve trips to or from the following locations through RIPTA's Flex On Demand app:

- Salt Pond Plaza (Narragansett)
- Stedman Center (South Kingstown)
- South County Hospital (Wakefield)
- South Shore Mental Health Center (Charlestown)
- Church of the Holy Spirit (Charlestown)

Westerly Flex vans can also connect you to RIPTA's Route 95x with express service to Providence. Headed to Narragansett? Westerly Flex vans can connect riders to Routes 65x and 69. Plus, Flex vans can drop riders off at any fixed-route stop in the zone.

Can I still board at a scheduled timepoint?

No, this zone no longer has scheduled stops; all trips are by reservation only via the Flex On Demand app or by calling a Flex On Demand reservationist.

WESTERLY, RHODE ISLAND

204 FLEX
ON DEMAND

RHODE ISLAND PUBLIC TRANSIT AUTHORITY



It's public transit — on demand.

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CustomerService@RIPTA.com



RIPTA.com



401-784-9500, ext. 1220



401-222-5300 (Deaf/HOH customers)



WAVE



Printed 2026. Visit RIPTA.com/Flex for effective dates of service and coverage areas.



RIPTA is fully compliant with the requirements of the Americans with Disabilities Act (ADA)

LOCAL ATTRACTIONS

- 1 Grey Sail Brewing
- 2 Amtrak Train Station
- 3 Ocean Community YMCA Westerly-Pawcatuck Branch
- 4 Wilcox Park
- 5 Westerly Senior Center
- 6 Aldi Grocery
- 7 Westerly Hospital
- 8 Casa Della Luce
- 9 Stop & Shop
- 10 Westerly Airport
- 11 Dr. John Champlin Glacier Park
- 12 Pond View Racquet Club
- 13 Walmart Supercenter
- 14 South County Health Express Care

Westerly Flex vans also serve the following locations by reservation: Salt Pond Plaza (Narragansett), Stedman Center (South Kingstown), South County Hospital (Wakefield), South Shore Mental Health Center (Charlestown), and the Church of the Holy Spirit (Charlestown).

301 FRIDAY FLYER

Friday Service ONLY

RIPTA's 301 Friday Flyer is also available in your zone. 301 provides service from Westerly to Hope Valley and back on Fridays only. NO service on holidays.

Visit RIPTA.com/301 for details.

