

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 231 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 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**

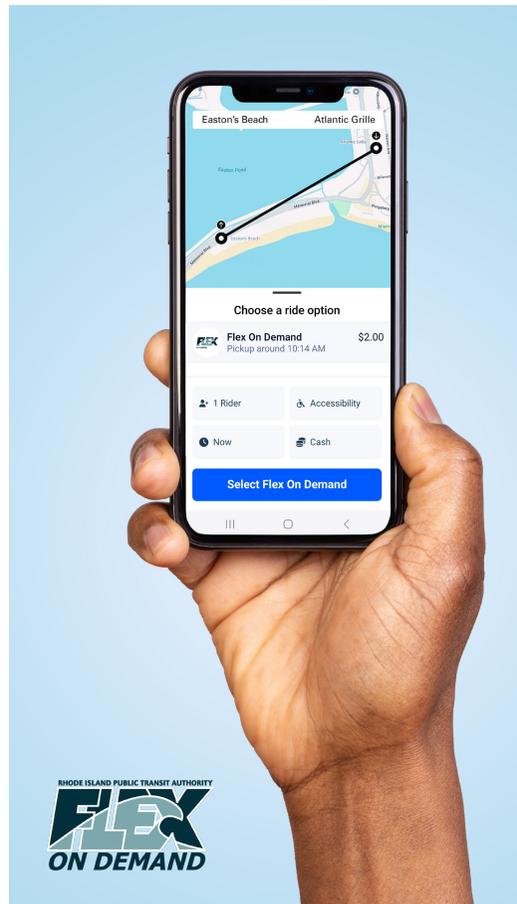
Day Pass • Pase Diario..... \$6.00

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 Newport and Middletown with Flex On Demand!

When does Flex On Demand run?

Passengers can book trips Monday - Friday, from 6:45am - 5:15pm and Saturdays from 8:45am - 4:45pm. There is no service on Sundays 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 curb-to-curb 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! Flex vans can connect riders to routes outside of the 231 Flex Zone such as:

- **Route 14** | West Bay
- **Route 60** | Providence/Newport
- **Route 63** | Broadway/Middletown Shops
- **Route 64** | Newport/URI Kingston
- **Route 67** | Bellevue/Salve Regina University
- **Route 68** | CCRI NPT/Mem. Blvd./First Beach

Can I still board at a scheduled timepoint?

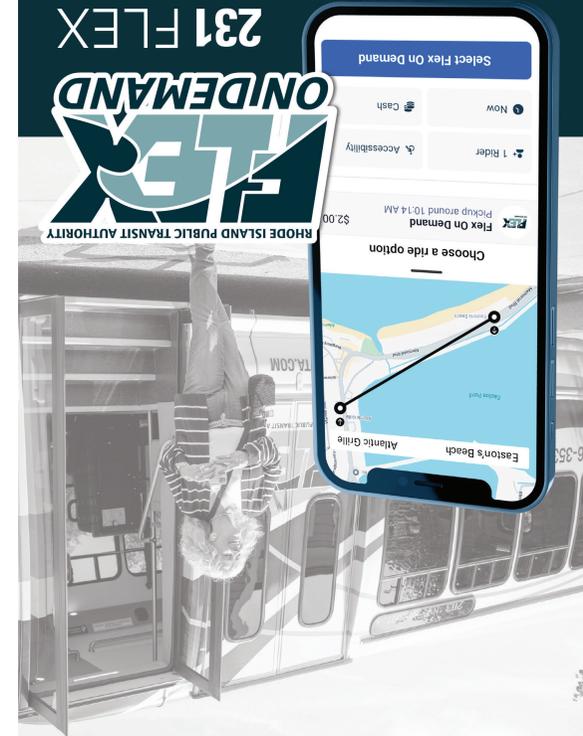
No, this zone no longer has scheduled stops; all trips are by reservation only via the Flex On Demand app or by calling a Flex On Demand reservationist.

NEWPORT/MIDDLETOWN

231 FLEX

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



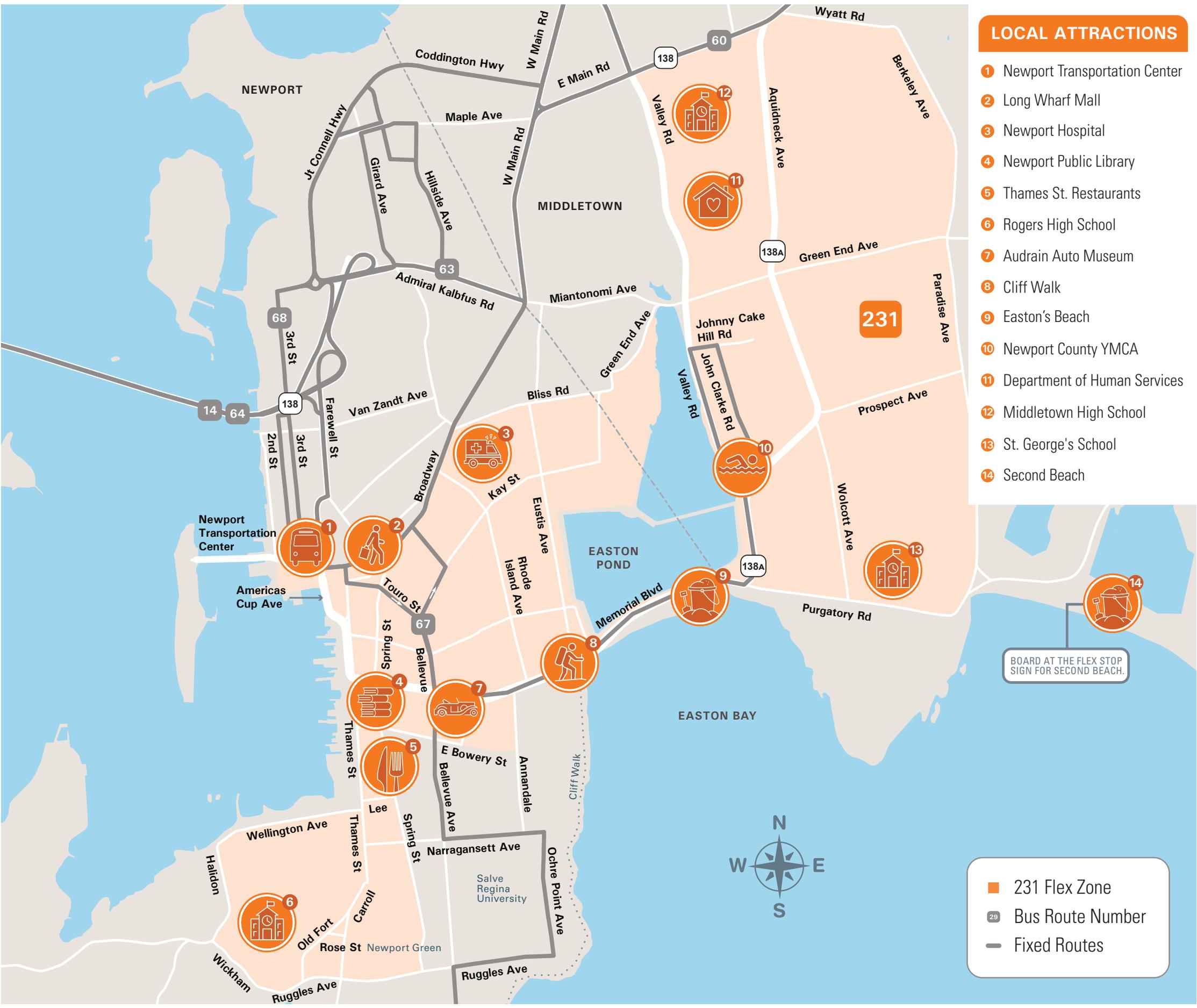
Printed 2026. Visit RIPTA.com/Flex for effective dates of service and coverage areas.



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

LOCAL ATTRACTIONS

- 1 Newport Transportation Center
- 2 Long Wharf Mall
- 3 Newport Hospital
- 4 Newport Public Library
- 5 Thames St. Restaurants
- 6 Rogers High School
- 7 Audrain Auto Museum
- 8 Cliff Walk
- 9 Easton's Beach
- 10 Newport County YMCA
- 11 Department of Human Services
- 12 Middletown High School
- 13 St. George's School
- 14 Second Beach



- 231 Flex Zone
- Bus Route Number
- Fixed Routes