



RHODE ISLAND PUBLIC TRANSIT AUTHORITY

BOARD OF DIRECTORS MEETING

Thursday, November 21, 2024

1:30 p.m.

269 Melrose Street, Providence

Transportation Board Room

The meeting can be watched online here:

[RIPTA Board of Directors - November 21, 2024](#)

AGENDA

1. Board Approval To consider for approval the Draft Meeting Minutes of the Board of Directors Meeting of October 24, 2024.
2. Board Approval To consider for approval the Draft Executive Session Meeting Minutes of the Board of Directors Meeting of October 24, 2024.
3. Public Comment / Board Discussion Limited to 3 minutes per person.
4. CEO Report
 - CEO Update
 - Key Initiatives
 - Employee Spotlight
 - Service
 - Budget
 - Ridership
5. Board Discussion / Potential Vote Request for Approval – Award of Contract – Reveal Management Maintenance

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 <http://www.ripta.com/access-to-public-records-act>. An interpreter for the deaf and hard 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

6. Board Discussion / Potential Vote Request for Approval – Line of Credit
7. Board Discussion / Potential Vote Board Questions and Answers
8. Executive Session 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)(1) Any discussions of the job performance, character, or physical or mental health of a person or persons provided that the person or persons affected shall have been notified in advance in writing and advised that they may require that the discussion be held at an open meeting), and R.I. Gen. Laws § 42-46-5(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.
9. Board Discussion / Potential Vote Retention of a Chief Executive Officer.
10. Adjournment

Agenda Posted on November 15, 2024

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, October 24, 2024
1:30 p.m.
269 Melrose Street, Providence
Transportation Board Room

Members Present: Director Peter Alviti, Board Chair; Robert Kells, Vice Chair; James Leach, Board Treasurer; Patrick Crowley, Board Secretary; Normand Benoit; Vincent Masino; Heather Schey.

Absent Members: James Lombardi, and Marcy Reyes.

Also Present: Christopher Durand, Interim CEO; Christopher Fragomeni, Esq., Board Counsel; Roy Rivers, Executive Paralegal; members of RIPTA's staff; and members of the public.

Call to Order: Director Alviti calls the meeting to order at 1:32 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 September 26, 2024.**

Mr. Crowley makes a motion to approve the minutes of the September 26, 2024, meeting. Ms. Schey seconds, and the motion passes with favorable votes by Director Alviti, Mr. Kells, Mr. Leach, Mr. Benoit, and Mr. Masino.

Agenda Item 2: **To consider for approval the Draft Executive Session Meeting Minutes of the Board of Directors Meeting of September 26, 2024.**

Mr. Crowley makes a motion to approve the executive session minutes of the September 26, 2024, meeting. Ms. Schey seconds, and the motion passes with favorable votes by Director Alviti, Mr. Kells, Mr. Leach, Mr. Benoit, and Mr. Masino.

Agenda Item 3: **Public Comment**

1. Randall Rose
 - Inquires if public can still ask questions at meetings and receive answers from the Board.
 - Is happy Parcel 35 has been rejected for the transit hub, wants more public involvement in selection process.

- Wants more details regarding increased police presence in Kennedy Plaza. Hopes policing is not heavy handed, does not want inexperienced police officers on detail, and states that adding more police is not the solution.
- Advises that restoring real-time information systems in Kennedy Plaza would be helpful.

2. Robin Baddadas

- Echoes Mr. Rose's comments regarding Kennedy Plaza. States Kennedy Plaza was an open-air drug market with fights, robberies and has fallen into disrepair.
- Would like the bus hub to remain in Kennedy Plaza.
- States that police should not harass people in Kennedy Plaza, but Kennedy Plaza should be safer.
- Wants more transparency in the CEO search.
- Wants more community meetings and feedback.

3. Dottie Heatherington

- States that most people from the Kennedy Plaza Resilience Coalition want Christopher Durand to stay on permanently as CEO.
- Does not want heavy handed police presence in Kennedy Plaza but wants people to stay safe. Comments on drug use in the bathroom area.
- Thanks the Board for not choosing Parcel 35 and wants Kennedy Plaza considered as a hub.

4. Daria Phoebe Brashear

- Is happy to hear that a bus lane is being considered on the Washington Bridge.
- Is happy there are no missed trips.
- Supports service enhancements.

5. Barry Schiller

- Comments on "good news" the Pawtucket Central Falls Hub, increased staffing, Penrose partnership.
- Comments on fiscal cliff and provides the following recommendations to combat it.
 - Implement Penrose successfully.
 - Implement EC4 Grant.
 - More police in Kennedy Place and other effort to make it better.
 - Use buses to advertise buses.
 - Have the DMV mail out bus schedules.
 - Use events to promote transit.
 - Market the North Side better.
 - Utilize the Board, Administration, Staff and Union to better market RIPTA.

6. Patricia Raub

- Happy about the increased police presence in Kenndy Plaza. States that the Police need to be better utilized.
- Reads a firsthand account, from a rider, of an experience she encountered in Kennedy Plaza.

Agenda Item 4: CEO Report

Christopher Durand, RIPTA's Interim CEO, speaks briefly on the need for a new transit center. He highlights the CEO Update, Employee Spotlight, Service, Budget and Ridership.

Agenda Item 5: Request for Approval – Increased Police Presence in Kennedy Plaza

This Agenda Item was held until after Executive Session.

Agenda Item 6: Request for Approval – Change Order, Towline Towing

John Chadwick, Deputy Chief of Procurement, Vehicle Maintenance, and Inventory, makes the request.

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

Agenda Item 7: Board Questions and Answers

The following questions / comments were made.

1. The Financial Statements need correction.
2. Comments on the On Time Performance Chart.
3. Board asks the Administration about the plateau in ridership.

Agenda Item 8: 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)(3). Discussion regarding the matter of security including, but not limited to, the deployment of security personnel or devices.

Mr. Crowley motions to enter executive session. Ms. Schey seconds, and the motion passes with favorable votes by Director Alviti, Mr. Kells, Mr. Leach, Mr. Masino, 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)(3), Discussion regarding the matter of security including, but not limited to, the deployment of security personnel or devices.

The Board, Staff and Counsel enter into Executive Session at 2:36pm.

The Board, Staff and Counsel enter public session at 3:10pm.

Attorney Fragomeni reports the following vote 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 Director Alviti, Mr. Kells, Mr. Crowley, Mr. Leach, and Ms. Schey.

Agenda Item 5: Request for Approval – Increased Police Presence in Kennedy Plaza

Steven Colantuono, Chief Legal Counsel, presents a request to enter into a contract with the City of Providence for increased police presence in Kennedy Plaza.

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

Agenda Item 9: Adjournment – 3:14pm

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

Respectfully submitted,

Patrick Crowley, Secretary

DRAFT



CEO UPDATE



RIPTA Rider Survey

RIPTA conducted an FTA-required on-board passenger survey across all fixed routes and Flex routes to learn more about our riders' travel patterns and needs. Survey staff distributed paper surveys in English, Spanish, and Portuguese, with questions covering trip details and demographic information. This data will complement our automatic passenger counts (APCs), which track rider numbers but do not capture specific origins, destinations, or demographic insights. Over 5,000 riders participated in the survey, providing RIPTA with a more comprehensive understanding of our ridership and enabling us to better plan future programs, service changes, and capital projects.

Federal and State Officials Join RIPTA and City of Providence in Celebrating the Reopening of the Historic East Side Tunnel Following Extensive Renovations

Built in 1914 to support Providence's former trolley system in climbing the steep 10% incline of streets in the College Hill neighborhood, the East Side Tunnel remains a critical piece of transit infrastructure, connecting downtown Providence with the East Side and beyond. Following months of construction and restoration, the tunnel reopened on October 31, 2024, revitalized and ready to serve the next generation of Rhode Island transit riders. 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.

Hop-On Hop-Off Newport Service

After another successful summer season, RIPTA's free "Hop-On Hop-Off" bus service promotion in Newport came to an end on October 31, 2024. The service provided easy, free transportation to beaches and key attractions, making it easy to get around the City by the Sea during the busy summer season. The promotion, funded by Discover Newport and the Episcopal Diocese of Rhode Island included all service on Route 67 (Bellevue/Salve Regina Univ.) and Route 68 (CCRI/Memorial Blvd./First Beach). Ridership on these routes grew by 5% from last summer and is expected to continue growing as tourism in the city grows.

Metro Connector Study Completes First Round of Public Engagement

The Metro Connector Study has completed its first phase of public engagement, reaching over 700 people through 11 pop-up events and gathering input from 100+ attendees at public meetings in Central Falls, Pawtucket, Providence, Cranston, Warwick, and West Warwick. RIPTA plans a second round of public sessions this winter to present initial findings and gather feedback on possible transit options.

2024 Community Site Visits for Reduced Fare Bus Pass Program for Seniors and People with Disabilities

Every month, RIPTA's Customer Service staff has traveled 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.

This year, RIPTA staff have traveled to the East Providence Senior Center, the Benjamin Church Senior Center in Bristol, the Leon Mathieu Senior Center, the Woonsocket Senior Center, and more.

KEY INITIATIVES

Workforce Development

13 Van Operators hired in October
2 Maintenance Employees hired
Mentorship and Apprenticeship Opportunities being researched



Service Improvements

Launch of Express Service to Amazon
Flex On Demand Pilot Underway at URI



Communications

Work continues real-time trip cancelation notifications
Reviewing options for digital signs in Kennedy Plaza



Performance Data and Benchmarking

Preparing comparative route and ridership data
Preparing financial comparisons to peer agencies



Valerie Diaz-Rosario



EMPLOYEE SPOTLIGHT

Meet Valerie Diaz, a dedicated Paratransit Operator and Spare Coordinator at RIPTA. With her infectious enthusiasm and strong work ethic, Valerie brings a unique energy to her role every day.

Growing up in Central Falls and now living in Providence, Valerie’s journey has been anything but ordinary. She initially pursued an associate’s degree in criminal justice in California, with dreams of becoming a lawyer. However, life had other plans, and she eventually moved back to Rhode Island. After a stint as a school bus driver in North Providence and experience in customer service, Valerie was encouraged by friends working at RIPTA to join the team.

A typical day for Valerie involves a lot of moving parts: assisting drivers, managing schedules, and ensuring that everything runs smoothly. “We’re here to make sure customers get picked up on time, drivers get their breaks, and everyone has a good day,” she says. Though it can get hectic at times, Valerie’s coworkers keep her grounded. “Everyone’s pretty much like family here,” says Valerie. Plus, her commitment and positivity make her a natural fit for her role. “I show up every day, ask questions, and stay observant.”

Reflecting on her journey at RIPTA, Valerie shares, “I never expected to be recognized like this. I don’t do the job for recognition; I genuinely enjoy helping people. I love what I do.” Her original goal was to drive fixed-route buses, but after the arrival of her baby, she found the flexibility she needed in her current role.

Outside of work, Valerie’s life is centered around her two daughters, ages five and ten months, and two dogs, Marble and Red. “Having kids is not for the weak!” she laughs. Valerie enjoys taking her daughters to trampoline parks and local favorites like pumpkin patches and apple orchards—perfect for Rhode Island’s fall season.

Valerie Diaz embodies the spirit of RIPTA with her kindness, dedication, and ability to brighten any room. We’re lucky to have her on our team.

Ride Paratransit Driver

LOST TRIPS by DAY

OCTOBER 2024

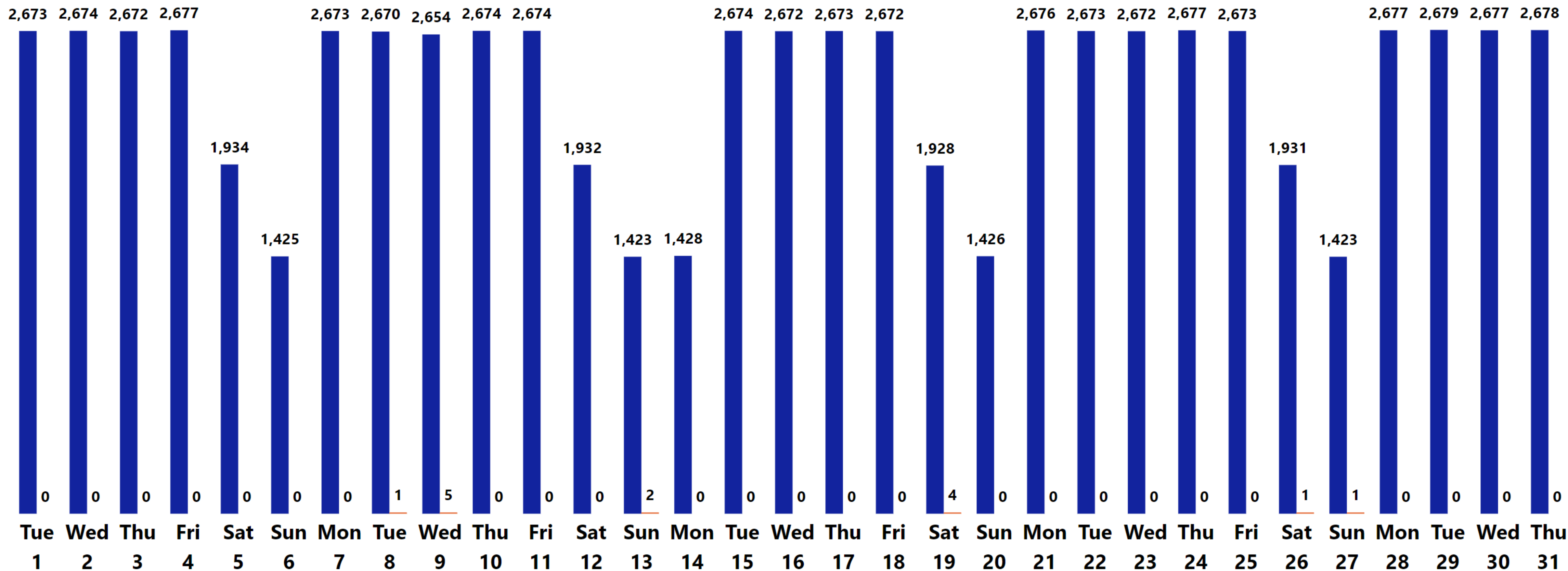
73,664
Trips Ran

14
Cancelled/Uncovered

0.02%
Percent Lost

Trips Ran and Cancelled/Uncovered by Work Date*

● Trips Ran ● Cancelled or Uncovered **



* Counts based on regular trips

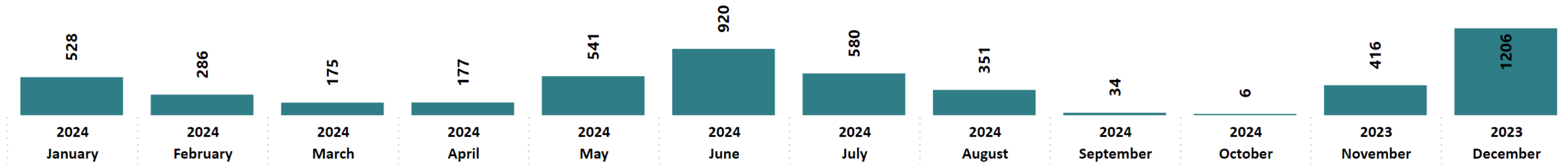
** Cancelled does not include Standby or School Cancelled trips

Last Update Date/Time

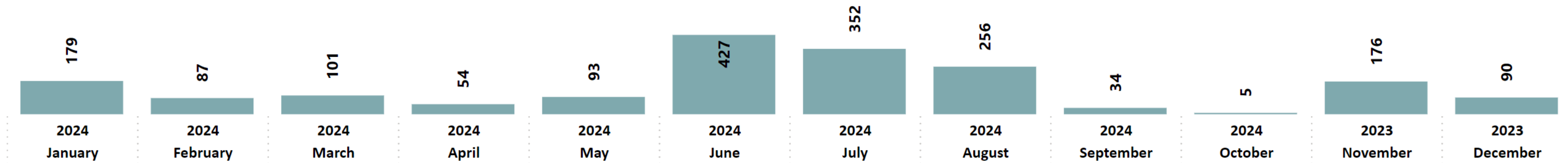
LOST TRIPS by SERVICE DAY

OCTOBER 2024

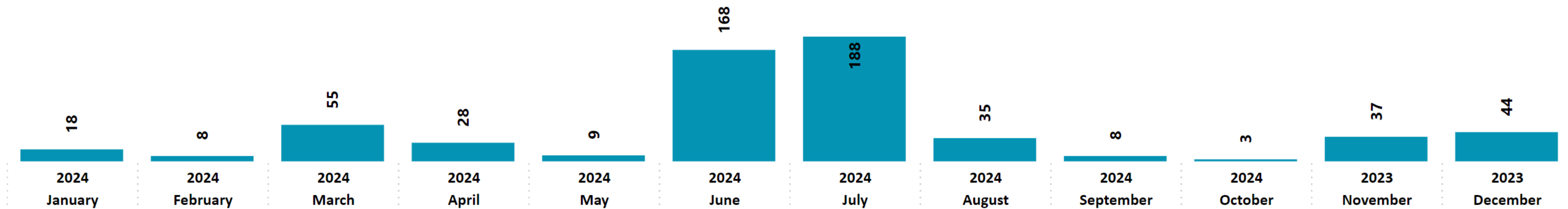
WEEKDAY CANCELLED TRIPS



SATURDAY CANCELLED TRIPS



SUNDAY CANCELLED TRIPS



Budget to Actual - October 2024

Budget-Actual FY 2025	Monthly Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$2,944,354	\$1,889,427	(\$1,054,927)	-35.8%
Federal Subsidies-CARES Act	\$921,860	\$0	(\$921,860)	-100.0%
State Subsidies	\$3,975,375	\$3,403,507	(\$571,869)	-14.4%
Other Revenue	\$532,809	\$489,846	(\$42,963)	-8.1%
Passenger Fares	\$1,113,516	\$1,059,070	(\$54,446)	-4.9%
Third Party Fares	\$979,748	\$849,517	(\$130,231)	-13.3%
Special Project Revenue	\$0	\$0	\$0	0.0%
Total Revenue	\$10,467,663	\$7,691,367	(\$2,776,295)	-26.5%
	Budget	Actual	VAR \$	VAR %
Salaries & Fringe Benefits	\$8,746,561	\$8,626,003	\$120,558	1.4%
Contract Services	\$594,142	\$685,043	(\$90,901)	-15.3%
Operating Expense	\$2,298,884	\$1,443,000	\$855,884	37.2%
Utilities	\$186,899	\$214,512	(\$27,614)	-14.8%
Capital Match & Repayment	\$56,662	\$0	\$56,662	100.0%
Debt Service	\$90,656	\$0	\$90,656	100.0%
Special Projects	\$0	\$0	\$0	0.0%
Total Expenses	\$11,973,804	\$10,968,558	\$1,005,246	8.4%
Surplus/(Deficit)	(\$1,506,141)	(\$3,277,191)	(\$1,771,049)	

- Federal Subsidies are lower than expected due to timing of grant funding obligations.
- No relief funding draw downs in October.
- Operating expenses are under budget largely due to lower fuel prices.

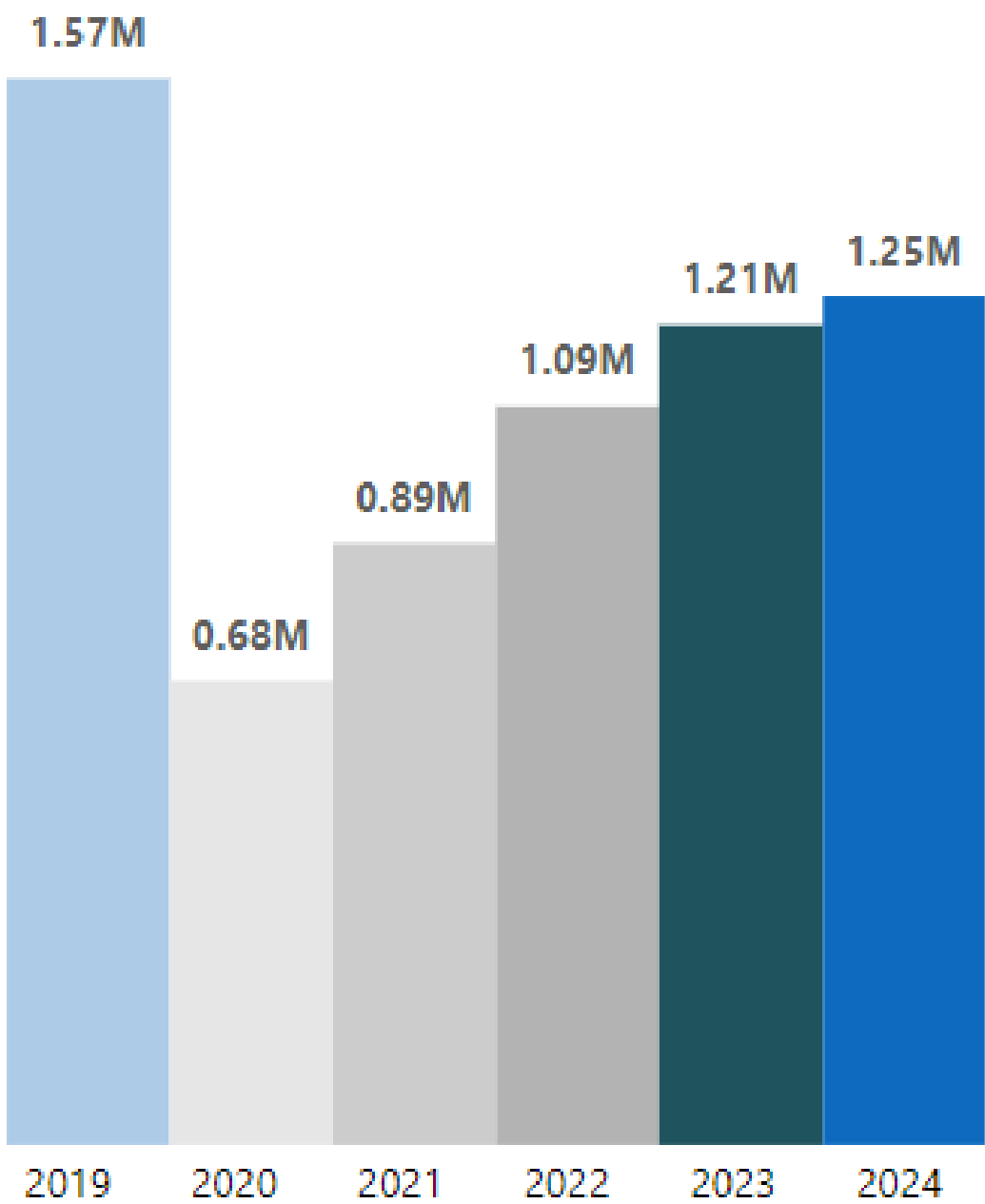
Budget to Actual through October 31, 2024

Budget-Actual FY 2025	Year To Date Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$11,777,416	\$5,387,732	(\$6,389,684)	-54.3%
Federal Subsidies-CARES Act	\$3,687,441	\$0	(\$3,687,441)	-100.0%
State Subsidies	\$15,901,501	\$27,942,277	\$12,040,776	75.7%
Other Revenue	\$2,131,237	\$2,121,661	(\$9,576)	-0.4%
Passenger Fares	\$4,454,063	\$3,993,477	(\$460,586)	-10.3%
Third Party Fares	\$3,918,992	\$2,785,351	(\$1,133,640)	-28.9%
Special Project Revenue	\$0	\$0	\$0	0.0%
Total Revenue	\$41,870,650	\$42,230,499	\$359,849	0.9%
	Budget	Actual	VAR \$	VAR %
Salaries & Fringe Benefits	\$34,986,243	\$34,327,074	\$659,170	1.9%
Contract Services	\$2,376,568	\$1,897,206	\$479,361	20.2%
Operating Expense	\$9,195,537	\$4,850,589	\$4,344,949	47.3%
Utilities	\$747,594	\$553,624	\$193,971	25.9%
Capital Match & Repayment	\$226,650	\$0	\$226,650	100.0%
Debt Service	\$362,623	\$0	\$362,623	100.0%
Special Projects	\$0	\$0	\$0	0.0%
Total Expenses	\$47,895,216	\$41,628,492	\$6,266,724	13.1%
Surplus/(Deficit)	(\$6,024,566)	\$602,006	\$6,626,572	

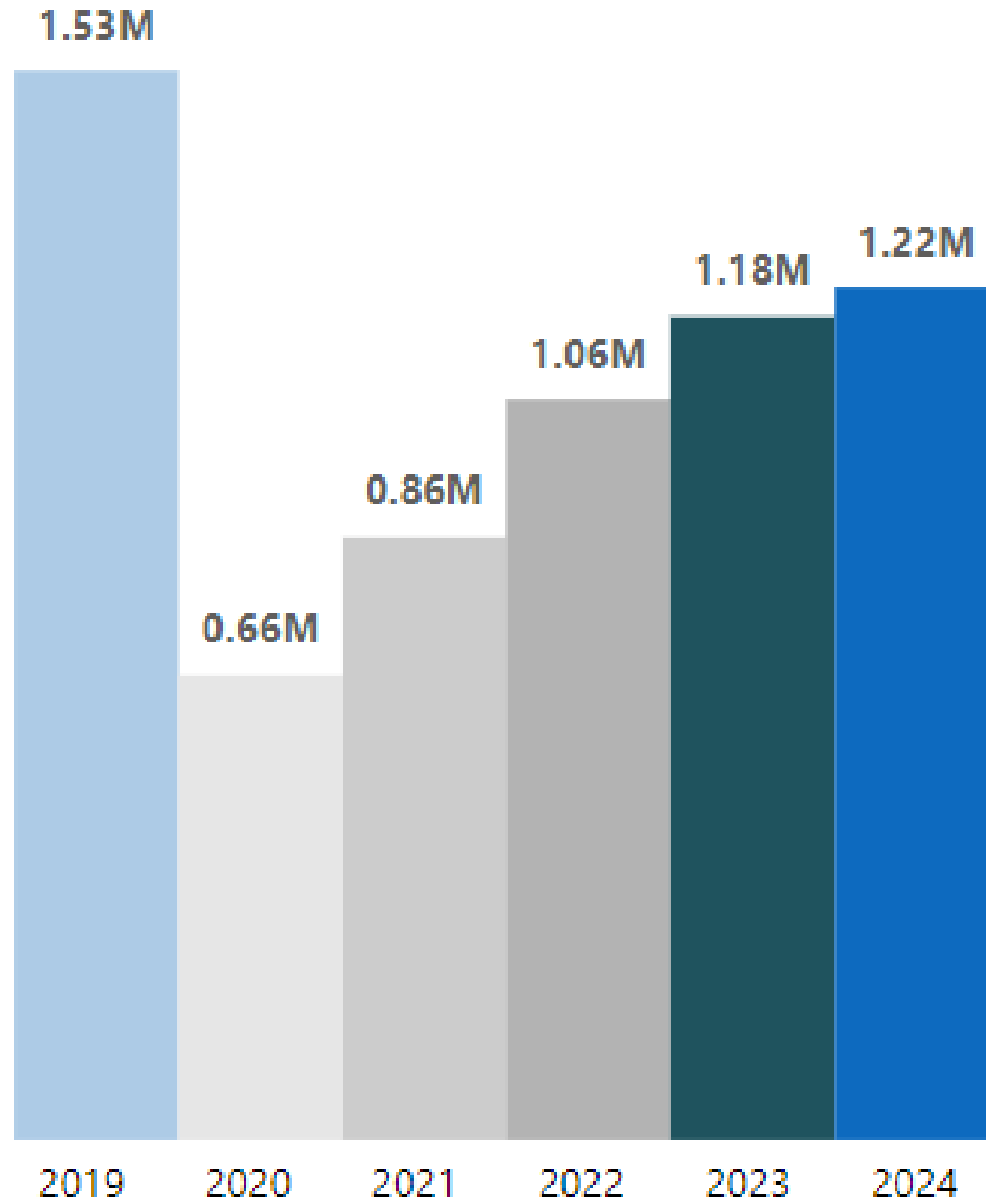
- Federal Subsidies are lower than expected through October due to timing of grant funding obligations.
- No relief funding draw downs through October due to state funding .
- State Subsidies include a one-time infusion of funding for the FY25 deficit.
- Professional service expenses are down through October.
- Operating expenses are under budget due to lower fuel prices and maintenance costs/replacements.

MONTHLY RIDERSHIP

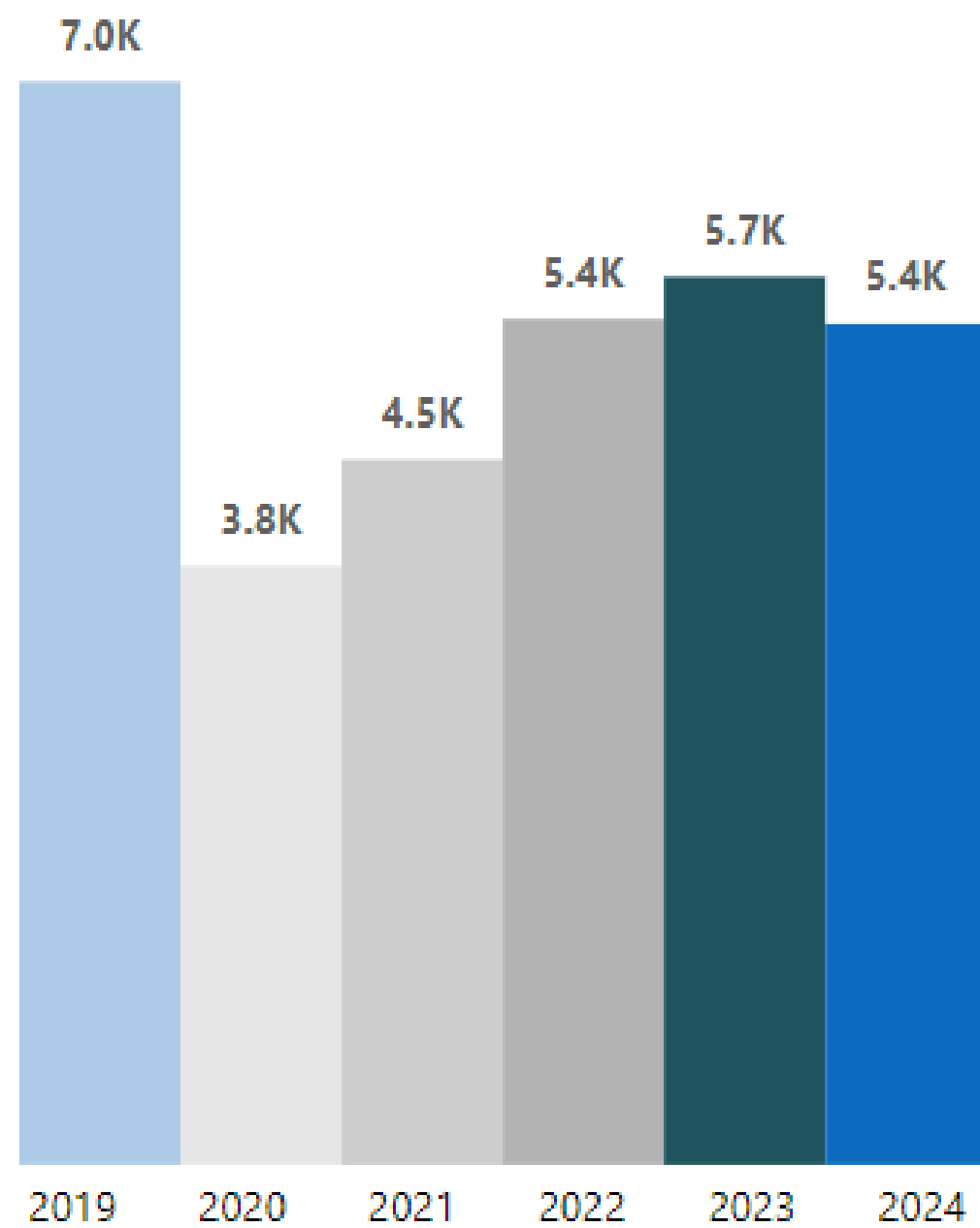
November 2024 System-wide Ridership:



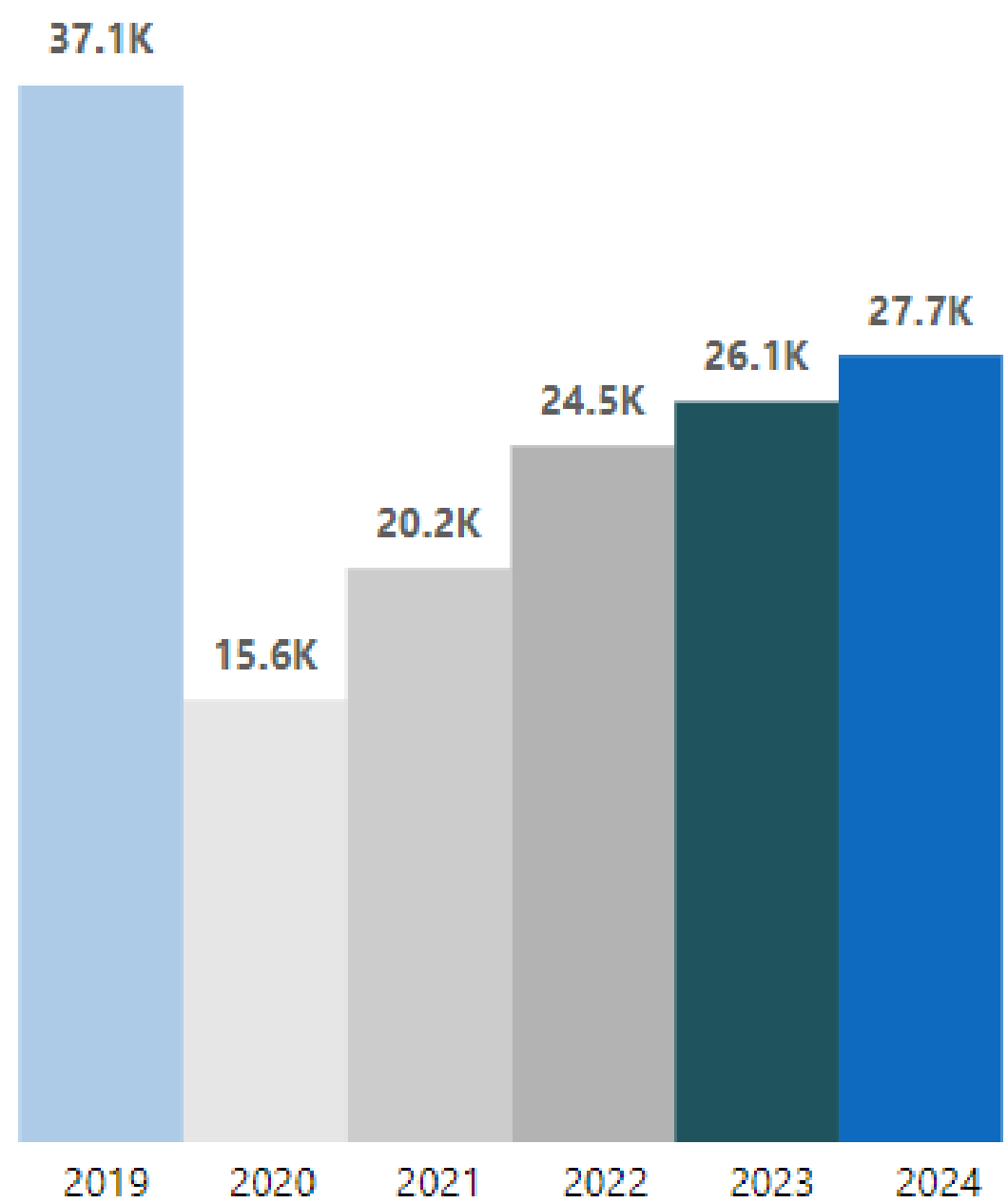
SYSTEM-WIDE



FIXED-ROUTE



FLEX



RIDE PARATRANSIT

RIDERSHIP INCREASED 3.3% IN NOVEMBER 2024 FROM NOVEMBER 2023

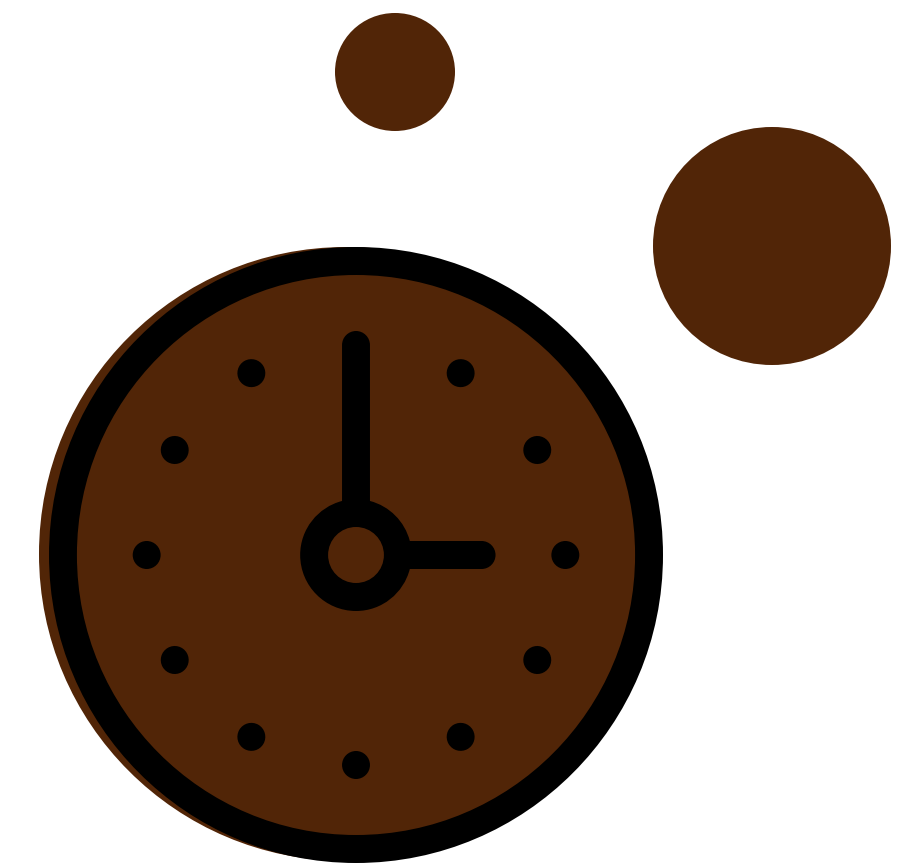
Fixed-Route ridership counts come from the Automatic Passenger Counts (APCs) from UTA.

Flex and Ride Paratransit ridership counts come from Reveal tablets for Ride, and 3rd party reports for Taxi trips.

ON TIME PERFORMANCE (OTP): FIXED-ROUTE

	2024	2023	2022	2021
OCTOBER	73.7%	77.3%	78.3%	78.6%
SEPTEMBER	72.7%	77.0%	78.1%	79.1%
AUGUST	76.7%	79.3%	81.3%	81.5%
JULY	78.0%	79.5%	81.0%	81.8%
MAY	73.4%	78.6%	81.1%	81.6%
APRIL	76.5%	81.3%	81.7%	83.2%
MARCH	78.3%	82.4%	82.2%	84.2%
FEBRUARY	78.3%	82.2%	81.3%	84.1%
JANUARY	77.3%	82.4%	82.2%	83.0%
DECEMBER		76.9%	80.2%	80.9%
NOVEMBER		77.9%	79.2%	79.3%

OTP DECREASED BY 3.6% IN NOVEMBER 2024 FROM NOVEMBER 2023



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%



RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO: RIPTA Board of Directors

DATE: 10/07/2024

PREPARED BY: Brooks A. Almonte Deputy Chief of Paratransit

DEPARTMENT: Paratransit

TITLE :

RIPTA Board of Directors is requested to authorize the second year of a 5 year agreement for the Reveal Paratransit scheduling and dispatching software as well as the hosting of the secured AWS server. The total cost for year 2 of this agreement is \$320,333.45

BACKGROUND

RIPTA provides accessible paratransit service in response to the mandate of the Americans with Disabilities Act (ADA) to provide public transportation services to people who are unable to ride fixed-route service because of a disability. RIPTA provides, via advanced reservation, an on-demand shared ride service within the RIPTA fixed-route service area, as required by the ADA.

RIPTA initially purchased the Reveal paratransit software suite in 2013 to automate the scheduling and dispatching of RIPTA's paratransit service. RIPTA's use of the Reveal paratransit software has evolved over time, and the paratransit department now uses Reveal for reservation, scheduling, dispatching, and electronic fare payment. Additionally, Reveal provides a 24-hour Interactive Voice Response (IVR) phone service for automated calls and information, as well as a customer-facing smartphone application for iOS and Android devices.

Last year, the Board requested RIPTA Staff look into cost estimates of comparable systems. Staff was able to get rough estimates from three vendors with equivalent products. While a true final cost comparison would be done as part of the response to an RFP, the rough estimates received showed that the cost of RIPTA's Reveal system is in line with those other products.

JUSTIFICATION

The provider of the Reveal software performs updates and ongoing assistance through the annual maintenance agreement that is essential for the continuity of the operations. As a proprietary computer software product, this is the only vendor for ongoing maintenance service. The cost for the second year renewal of the Reveal software suite to be fair and reasonable.



RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM

TO:

DATE:

PREPARED BY:

DEPARTMENT:

FUNDING

Maintenance agreements such as this one qualify for 80% federal fundings.

ALTERNATIVES

RIPTA would have to go out to RFP for a new software package.

RECOMMENDATION

Staff recommends approval of year two of this 5 year 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	<input type="text" value="MW"/>	<input type="text" value="11/15/24"/>	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	<input type="text"/>	<input type="text"/>	Procurement	<input type="text" value="JA"/>	<input type="text" value="11/15/24"/>
Flex/Paratransit	<input type="text" value="BA"/>	<input type="text" value="11/15/24"/>	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	<input type="text" value="BA"/>	<input type="text"/>