



RHODE ISLAND PUBLIC TRANSIT AUTHORITY



CEO UPDATE



Connecting Rhode Island: RIPTA Metro Connector Study to Explore Faster, Expanded Transit Access

The study aims to assess the potential for light rail and bus rapid transit systems operating on dedicated routes across high-demand corridors in communities such as Cumberland, Cranston, Central Falls, Pawtucket, Providence, and Warwick. RIPTA held 6 public meetings and a survey to collect public feedback.

RIPTA, State, and Local Officials Celebrate Completion of Community College of Rhode Island \$1.8 Million Bus Stop Enhancement Project

This project is a significant step in improving transit accessibility and enhancing the rider experience as recommended in Rhode Island's 2020 statewide Transit Master Plan, Transit Forward Rhode Island. The Knight Campus now features four newly constructed bus stops; each bus stop is equipped with real-time information screens for up-to-the-minute bus arrivals and departures, accessible seating areas for ADA mobility devices, enhanced lighting for safety and visibility, and trash cans to maintain cleanliness and environmental sustainability.

Groundbreaking of New Pawtucket-Central Falls Transit Center Passenger Facility

Governor McKee, members of the State's Congressional delegation and General Assembly, the Federal Transit Administration (FTA), municipal leaders, and RIPTA officials gathered to celebrate the start of construction on a new passenger amenity building at the Pawtucket-Central Falls Transit Center. Located at 300 Pine Street, Pawtucket, the new passenger facility will feature public restrooms, driver restrooms and break room, a waiting area with seating and real-time passenger information screens, and a Pawtucket Police sub-station and security office. RIPTA will also have a staffed customer service window to assist riders as needed. This new building will improve the passenger experience for both bus and rail passengers.

RIPTA Partners with National Developer to Provide Fare Products for Affordable Housing Residents

Pennrose Companies, the developer of the new Parcel 9 apartments in Providence's Fox Point neighborhood, is purchasing one year of RIPTA fare products for eligible residents. This transit-oriented development is the first partnership of its kind and will bring much needed affordable housing to the Providence market.

Travel On Your Terms with RIPTA's Innovative Flex On Demand Mobile App

RIPTA debuted a new microtransit pilot program called Flex On Demand, designed to revolutionize how Rhode Islanders experience public transit. This innovative service brings the convenience of rideshare apps to public transportation, allowing passengers to book a trip from wherever they are within the 203 Flex Zone, which includes Narragansett, South Kingstown, and Kingston.

2024 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 Woonsocket Senior Center, Pilgrim Senior Center in Warwick, and the Narragansett Community Center.

James O'Brien



EMPLOYEE SPOTLIGHT

It's not a lack of insurance knowledge that keeps James O'Brien from taking out a policy on the long, well-groomed beard he's been growing for four years. This detail-oriented individual is an expert in the intricacies of insurance, experience that serves him well as RIPTA's Director of Claims Management.

Rhode Island and Delaware are the only states in the U.S. with statewide bus systems operated by a single entity. There's a lot involved in keeping a bus agency running smoothly, and with a large operation like RIPTA, it makes sense to handle certain tasks in-house to save on costs. For example, RIPTA's fleet of over 400 buses and passenger vans is self-insured. "Most people have an insurance company that handles their claims for them," says James. "The fact that we have our own insurance department—most people may not realize that."

In addition to in-house vehicle coverage, RIPTA contracts with outside companies for policies like garage keeper's insurance, property insurance, and general liability coverage. "There are a lot of policies that we need to keep the company running," says James. In fact, RIPTA maintains 13 separate insurance policies to cover a wide range of risks, such as pollution insurance, which covers the agency in the event of diesel fuel or motor oil spills.

James has accumulated his vast knowledge of the insurance industry having worked exclusively for insurance companies, including Aetna and Pilgrim Insurance Company, since graduating from college. This November marks his five-year anniversary at RIPTA. What makes him good at his job? "Details," says James. "Making sure that you consider every aspect of an accident and keeping an open mind—there are two sides to every story." Collaborating with the many people who work behind the scenes at RIPTA is what James enjoys most about his job.

"Not everyone likes to hear a call from me," he laughs. "But everyone's always friendly and willing to help out."

Outside of RIPTA, James enjoys kayaking. On a nice day after work, you'll catch this Fall River native taking in the scenery while he cruises along the Taunton River in Massachusetts. His top recommendation for fall fun in Rhode Island? Downtown Newport during the off season! So, next time you get a call from James, be sure to pick up.

The jovial, easygoing James might not be calling about a claim—he could just be inviting you to join him for lunch next weekend in Newport.

Director of Claims Management

LOST TRIPS by DAY

SEPTEMBER 2024

69,671
Trips Ran

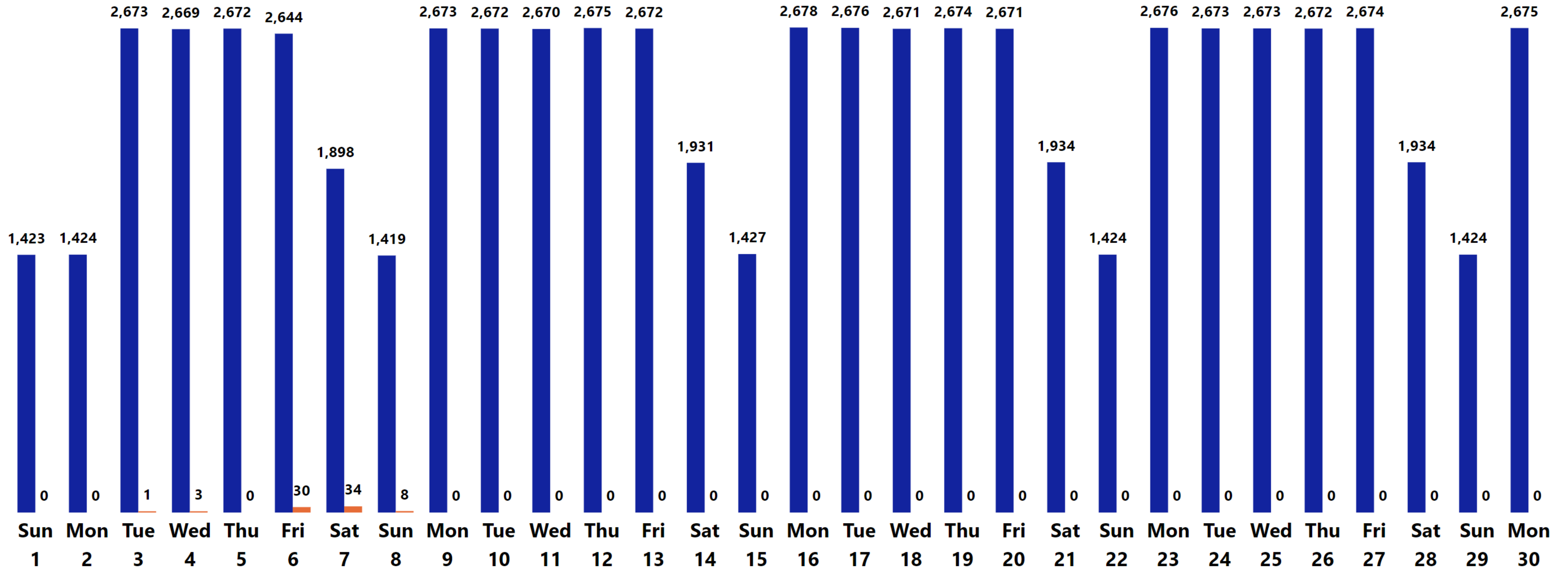
76
Cancelled/Uncovered

0.11%
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

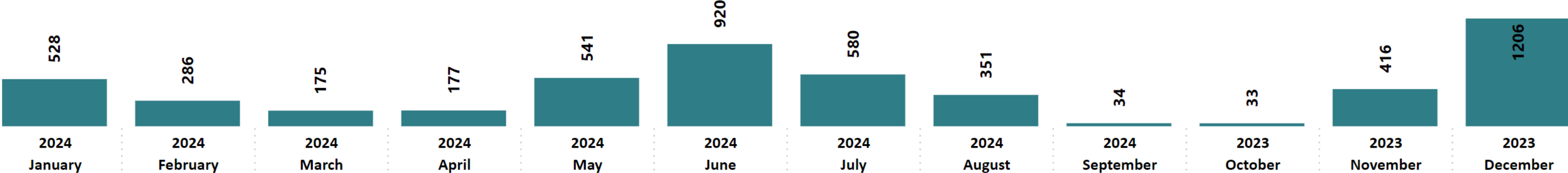
September

Last Update Date/Time

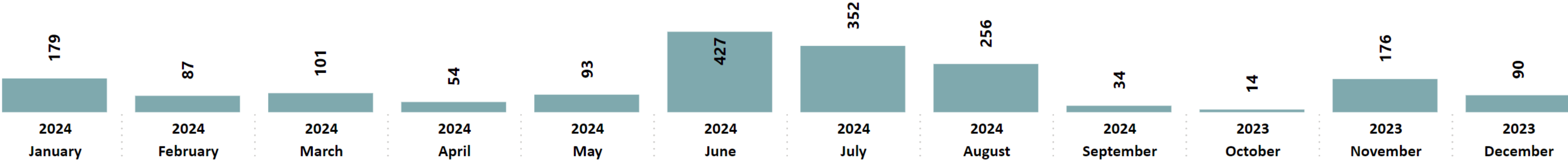
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LOST TRIPS by SERVICE DAY

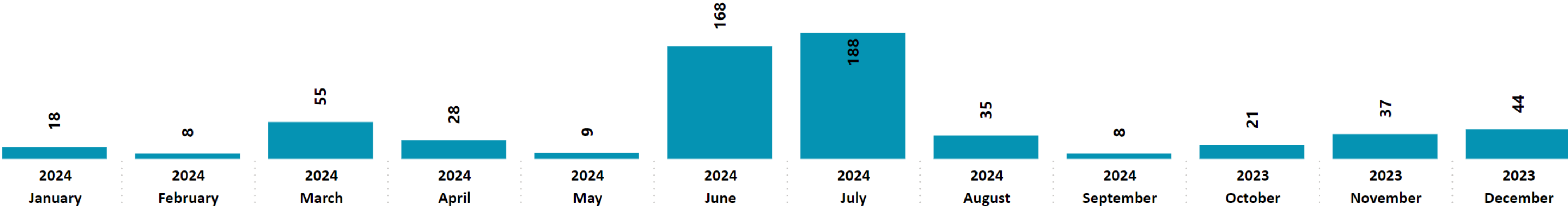
WEEKDAY CANCELLED TRIPS



SATURDAY CANCELLED TRIPS



SUNDAY CANCELLED TRIPS



Budget to Actual - September 2024

Budget-Actual FY 2025	Monthly Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$2,944,354	\$1,424,520	(\$1,519,833)	-51.6%
Federal Subsidies-CARES Act	\$921,860	\$0	(\$921,860)	-100.0%
State Subsidies	\$3,975,375	\$3,921,519	(\$53,857)	-1.4%
Other Revenue	\$532,809	\$506,436	(\$26,373)	-4.9%
Passenger Fares	\$1,113,516	\$1,062,439	(\$51,077)	-4.6%
Third Party Fares	\$979,748	\$885,623	(\$94,125)	-9.6%
Special Project Revenue	\$0	\$0	\$0	0.0%
Total Revenue	\$10,467,663	\$7,800,537	(\$2,667,126)	-25.5%
	Budget	Actual	VAR \$	VAR %
Salaries & Fringe Benefits	\$8,746,561	\$8,171,244	\$575,316	6.6%
Contract Services	\$594,142	\$400,280	\$193,862	32.6%
Operating Expense	\$2,298,884	\$1,376,351	\$922,533	40.1%
Utilities	\$186,899	\$70,525	\$116,373	62.3%
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	\$10,018,401	\$1,955,403	16.3%
Surplus/(Deficit)	(\$1,506,141)	(\$2,217,864)	(\$711,723)	

- Federal Subsidies are lower than expected due to timing of grant funding obligations.
- No relief funding draw downs in September.
- Revenue from Third Party Fares is below budget, primarily due to lower-than-anticipated contributions from educational institutions.
- Operating expenses are under budget largely due to lower fuel prices.

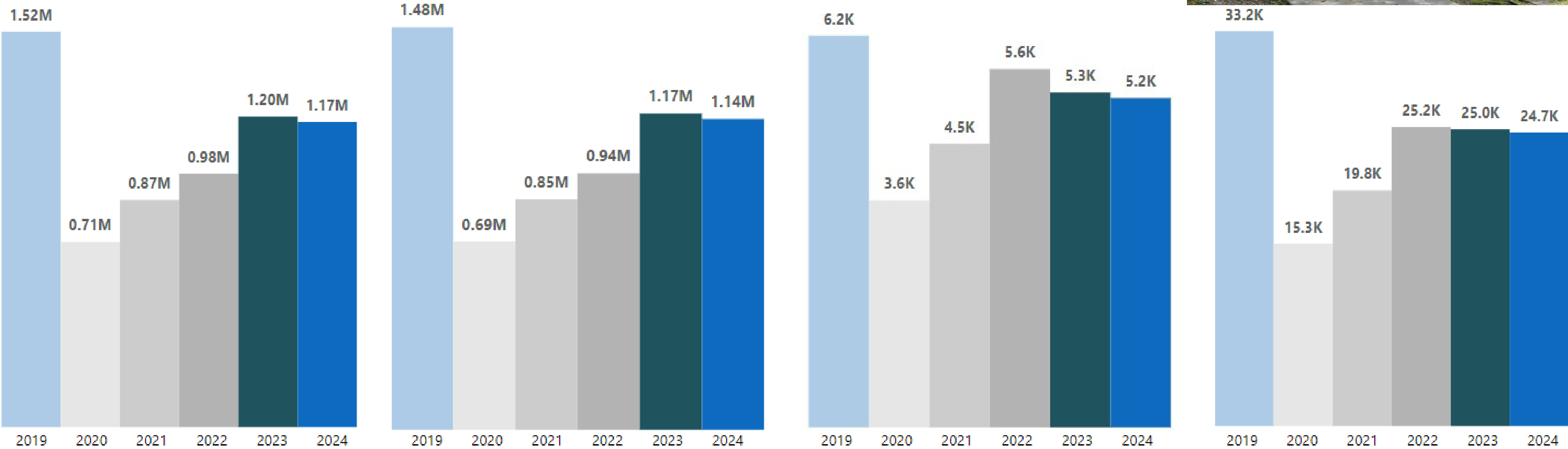
Budget to Actual through September 30, 2024

Budget-Actual FY 2025	Year To Date Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$8,833,062	\$3,498,304	(\$5,334,757)	-60.4%
Federal Subsidies-CARES Act	\$2,765,581	\$0	(\$2,765,581)	-100.0%
State Subsidies	\$11,926,126	\$24,538,771	\$12,612,645	105.8%
Other Revenue	\$1,598,428	\$1,631,815	\$33,387	2.1%
Passenger Fares	\$3,340,547	\$2,934,407	(\$406,140)	-12.2%
Third Party Fares	\$2,939,244	\$1,935,834	(\$1,003,409)	-34.1%
Special Project Revenue	\$0	\$0	\$0	0.0%
Total Revenue	\$31,402,988	\$34,539,131	\$3,136,144	10.0%
	Budget	Actual	VAR \$	VAR %
Salaries & Fringe Benefits	\$26,239,683	\$25,701,071	\$538,612	2.1%
Contract Services	\$1,782,426	\$1,212,164	\$570,262	32.0%
Operating Expense	\$6,896,653	\$3,407,589	\$3,489,064	50.6%
Utilities	\$560,696	\$339,111	\$221,584	39.5%
Capital Match & Repayment	\$169,987	\$0	\$169,987	100.0%
Debt Service	\$271,967	\$0	\$271,967	100.0%
Special Projects	\$0	\$0	\$0	0.0%
Total Expenses	\$35,921,412	\$30,659,934	\$5,261,478	14.6%
Surplus/(Deficit)	(\$4,518,424)	\$3,879,197	\$8,397,621	

- Federal Subsidies are lower than expected through the first quarter of the year due to timing of grant funding obligations.
- No relief funding draw downs through the first quarter due to state funding .
- State Subsidies include a one-time infusion of funding for the FY25 deficit.
- Revenue from Third Party Fares is below budget, primarily due to lower-than-anticipated contributions from educational institutions.
- Professional service expenses are down through the first quarter of the year.
- Operating expenses are under budget due to lower fuel prices and maintenance costs/replacements.

MONTHLY RIDERSHIP

September 2024 System-wide Ridership:



SYSTEM-WIDE

FIXED-ROUTE

FLEX

RIDE PARATRANSIT

RIDERSHIP DECREASED 1.8% IN SEPTEMBER 2024 FROM SEPTEMBER 2023

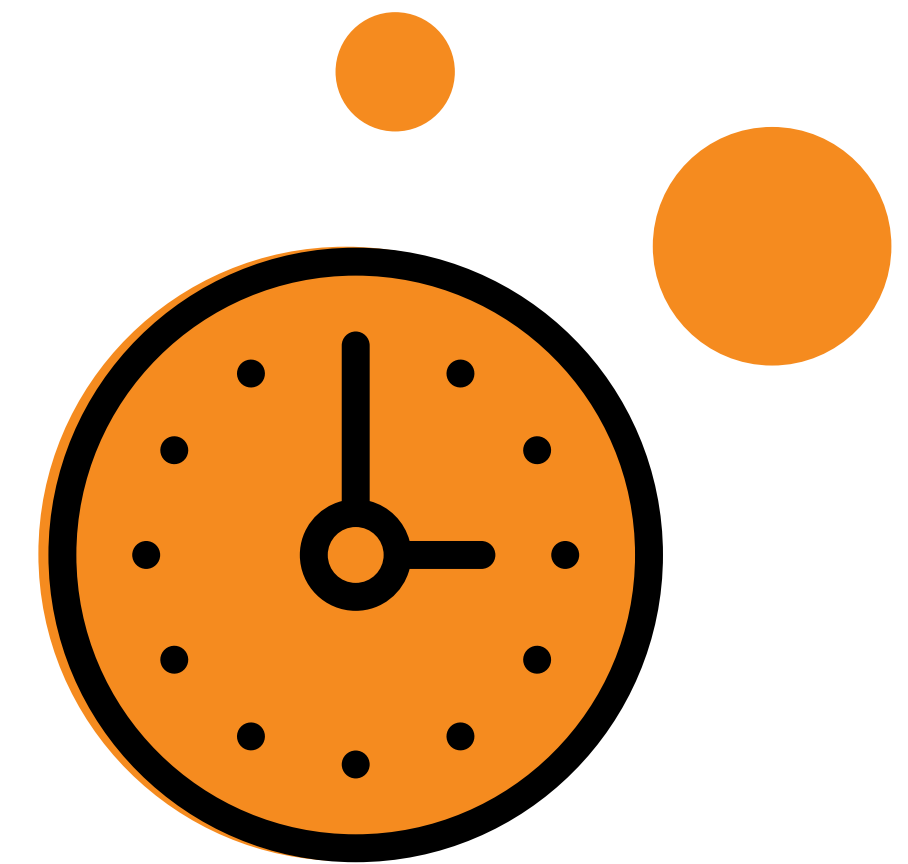
Fixed-Route ridership counts come from the Automatic Passenger Counts (APCs) from UTA.

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
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%
OCTOBER		77.3%	78.3%	78.6%

OTP DECREASED BY 5.6% IN SEPTEMBER 2024 FROM SEPTEMBER 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%