



## How Do You Charge An Electric Bus?



### Let's ask our friend Shane from ABB!

Shane Clarkson, Project Manager at [ABB Electric Vehicle Mobility](#), walked us through how the pantograph chargers will work once construction is complete at Rhode Island's first electric bus in-line charging station.

[Click here](#) to watch the video!

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## Successful Hop-On Hop-Off Newport Seasonal Service Ends

After another successful summer season, RIPTA's free "Hop-On Hop-Off" bus service promotion in Newport came to an end yesterday, October 31, 2023. 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).

The RIPTA Customer Service Kiosk in the Newport Transportation Center, which opened for the duration of this promotion, also closed on October 31, 2023. Riders needing transit information should call 401-784-9500 x2012.



## Photo ID Office in Kennedy Plaza Reopens on Wednesdays

The Photo ID Office, located inside the Kennedy Plaza Intermodal Transportation Center, will reopen one day a week, on Wednesdays, starting November 8, 2023. The Photo ID Office,

where passengers can process their reduced fare bus pass applications, will be open on Wednesdays from 8am to 12pm and 1pm to 3pm.

The Photo ID Office at RIPTA Headquarters (705 Elmwood Avenue, Providence) will continue to be open to the public Monday through Friday from 8am to 4pm (closed 12pm to 1pm). Passengers who wish to process their bus pass applications online or via mail can continue to do so. Visit [RIPTA.com/ReducedFare](https://ripta.com/ReducedFare) for details.

## Love Us? Tell Us!

Our drivers are always going the extra mile to provide quality service for Rhode Islanders. Did a RIPTA driver do something that made you smile? We'd love to hear about it!



Email [CustomerService@ripta.com](mailto:CustomerService@ripta.com) with any information you can provide about the date, time, and location of your trip, so we can thank the driver who brightened your day.



## A Bright Future Built on a Career at RIPTA

Tara Williams believes in leading by example. As she prepares to leave RIPTA after 25 years, she is proud of being a role model for her children through her service to the public and bright new career options that await her. Williams says that her work as a Customer Service Agent in our Ride paratransit program laid the groundwork for her to

pursue a Bachelor's Degree in psychology and now continue on, as she works simultaneously on earning both her master's and doctorate degrees in the discipline. She will also be taking on two new jobs in Providence: as a coordinator of women's programs at Amos House and as a substance abuse coordinator in the recovery program at VICTA.

"My experience at RIPTA is what helped me get my new jobs because we do more than just schedule appointments for our passengers," Williams said. "We listen to them and care about them. It's a little like case management – we try to make sure they are connected to the services they need. I will miss it, it's very much like a family here." During her time at RIPTA, Williams also helped lead diversity training programs.

While Williams is proud of her career and ongoing education, she is proudest of the fact that she has shown her children how to succeed through hard work. All five of her children have gone to college, and she likes to think that the best lesson she gave them was watching her go to work every day while also going to school. "I think being at RIPTA helped me shape them," she said. "Every day, they got to see me go to work every day and get it done."

Williams has also taught her children how to give the gift of kindness and how to carry on in the face of adversity. She created a family tradition of making homemade meals or snacks and walking Broad Street to give food to people in need.

What does the future hold for Williams? Inspired by the memory of her late son, Rome, and her mother, who passed away this year, Williams plans to open a community health clinic and, in a few years, a nursing home and women's shelter in their honor. These are ambitious dreams, but Williams is approaching them with quiet confidence, and her unfailing work ethic. "I follow my heart, and I have faith," she says.

We will miss Tara and the kind spirit she brought to her work - and we wish her all the best in the future!

Do you want to join the RIPTA family? We are currently hiring for a Customer Service Agent. [Click here](#) to learn more.

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## Employee Spotlight

### Luisa Xon, Fixed-Route Driver

When Luisa Xon was young, she'd see big trucks on the road and say, "I'm going to drive that someday." Well, it's not exactly a truck, but every day, she navigates a 40-foot, 39-ton RIPTA bus through city streets and across highways in all kinds of weather and traffic.



"I just love it," she says. "I love driving and I love dealing with the public."

Petite in stature, she jokes that some people say that they can't see the driver when she approaches stops, but her skill and positive attitude quickly earn her the respect of passengers and colleagues alike. Xon drove school buses before coming to RIPTA 15 years ago.

She's driven almost every route in the system and now enjoys being "on the bench," meaning she must be ready to cover any route that needs a driver on a given day. "I want my passengers to have a good day," she says. "I like to say I'm a tiny person with a big heart."

And on her days off? Luisa said no one in the family minds handing her the car keys, "because I still love to drive."

Paul Harrington, Executive Director of Transportation, calls Xon an exemplary driver. "She is absolutely professional and incredibly dependable," he said. "She has a comprehensive knowledge of our system and can handle any job in our transportation system."

## Drive Your Career Forward

### Join our team!

RIPTA is an established organization that offers career growth and excellent benefits including a pension plan.

Attend the **RIPTA Career Fair** on **Tuesday, November 14, 2023** from **10am to 3pm** at 705 Elmwood Avenue, Providence, RI.



*Now Hiring!*

### We're currently hiring for the following positions:

- Principal Planner (Service Planner)
- Customer Service Agent (Ride Paratransit)
- Utility Worker
- Mechanic
- Paratransit Operator
- Paratransit CDL Trainee

### RIPTA Offers:

- Competitive Wages
- Pension Plan
- Health Benefits
- 457 Deferred Comp
- Dental Coverage
- Optional Life Insurance
- Vision Coverage

- Paid Vacation and Personal Time
- Flexible Spending Account
- Paid Sick Time
- Uniform Allowance

Visit [RIPTA.com/careers](https://www.ripta.com/careers) for more information.

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## RIPTA Photo ID Bus Pass Road Trips

### RIPTA's Photo

Identification staff will travel to communities throughout the state to provide bus passes to

qualified seniors and individuals with disabilities who are unable to get to our office in Providence. Staff will also provide travel training, helping people learn about all RIPTA services and how to access them



**RIPTA staff will process Photo ID bus passes at the following locations:**

### **EAST GREENWICH**

Wednesday, November 8 • 10am - 12pm  
East Greenwich Senior Center, 121 Pierce Street

### **WARREN**

Thursday, November 9 • 10am - 12pm  
Warren Senior Center, 20 Libby Lane

### **PROVIDENCE**

Tuesday, November 14 • 10am - 12pm  
Lillian Feinstein Center, 1085 Chalkstone Avenue

### **WOONSOCKET**

Thursday, November 16 • 10am - 12pm  
Woonsocket Senior Center, 84 Social Street

### **NEWPORT**

Monday, November 20 • 1pm - 3pm  
Edward King House, 35 King Street

## Photo ID bus passes cost \$10 and are valid for two years.

For information on how to qualify for RIPTA's Bus Pass Program for Seniors and People with Disabilities, customers can call (401) 784-9500, ext. 2012 or visit [RIPTA.com/ReducedFare](https://ripta.com/ReducedFare).



## RIPTA Observes Veterans Day

RIPTA will operate all fixed-route services on a Sunday/Holiday schedule on Saturday, November 11, 2023. RIPTA offices will be closed on Friday, November 10, in observance of the state holiday.

RIPTA will waive the fare for all Rhode Island veterans on Veterans Day with proof of eligibility. RIPTA will also offer free service for veterans to **WaterFire – A Salute to Veterans** on Saturday,

November 4, 2023.

[Click here](#) for details.

## RIPTA Observes Thanksgiving Day

RIPTA will operate all fixed-route services on a Sunday/Holiday schedule on Thursday, November 23, 2023 in observance of Thanksgiving Day, an official state holiday.

[Click here](#) for details.



**THANKSGIVING DAY**  
**THURS. NOVEMBER 23, 2023**  
**SUNDAY/HOLIDAY SERVICE**  
**RIPTA OFFICES WILL BE CLOSED**

*Thanksgiving Day - RIPTA Offices Closed*

## DETOURS

### **Turkey Trot: Thursday, November 23**

Route 78 and the R-Line will be detoured in the Pawtucket area from 8:00am to

11:30am.

Visit [RIPTA.com/alerts](https://ripta.com/alerts) for details on upcoming detours.

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