



**RIPTA WILL RUN A
SUNDAY/HOLIDAY
SERVICE SCHEDULE
ON MONDAY
SEPTEMBER 4, 2023
IN OBSERVANCE OF
LABOR DAY**

781-9400 • RIPTA.COM

RIPTA Observes Labor Day

RIPTA will operate all regular fixed-route buses and trolleys on a Sunday/Holiday schedule in observance of Labor Day, Monday, September 4, 2023.

All RIPTA offices, except for the Customer Service Kiosk at the Newport Transportation Center, will be closed in recognition of the holiday.

[Click here](#) for details.

Coming Soon: Better Bus Stops

RIPTA understands the need for seating and protection from the elements at a bus stop. However, due to limited resources, physical space, and property owner restrictions, it is not always feasible to install amenities at a bus stop.



Specific criteria, outlined in our [Bus Stop Design Guide](#), are used to determine how to distribute new shelters across the RIPTA system. This includes consideration of the number of passengers boarding at a particular stop. RIPTA must also consider other conditions, such as our access to property, the safety of the location, the cost, and our capability to properly maintain the shelter.

RIPTA is currently working on developing a new bus shelter improvement program which involves the replacement of all our existing shelters and doubling the total number of shelters statewide. The program will encompass a full breadth of elements. It will not only look at some of the most appropriate locations for shelters, but also what amenities we are able to include and maintain, such as seating, lighting, real-time travel information and more detailed route information.

As part of this process, RIPTA is currently surveying our 3,500-plus bus stops throughout the state to assess their quality and condition. In the coming months, you may notice RIPTA employees recording notes and photos at bus stops. Don't worry, we're only recording the status of the bus stop. If you have any questions or relevant feedback, please ask the surveyor or contact (401) 784-9500 ext.1205.

Say Good-Bye to Paper...

...and say "Hello!" to Wave! It's officially been three years since RIPTA introduced Wave to Rhode Island! Are you still holding on to old paper fare products? Exchange them today! Transfer the value over to your Wave account by filling out [this form](#) and then mailing your unused fare products to RIPTA.

[Click here](#) to learn more about Wave.



R-Line Free Fare Pilot Ends September 30, 2023

RIPTA's R-Line fare free pilot program will end on September 30, 2023. Starting October 1, 2023, R-Line passengers will be required to pay the full fare, which is \$2 per boarding with cash or \$2 for one hour of unlimited rides with Wave. The farebox does not make change; riders must pay with exact change only.

The Rhode Island General Assembly allocated \$2.5 million of one-time federal American Rescue Plan Act (ARPA) funds toward a year-long free fare pilot program on the R-Line, a rapid bus route which connects Providence and Pawtucket. The actual cost of this pilot program exceeded this allocation. Given

the annual cost of this pilot and RIPTA’s current budget outlook, it is not financially feasible for RIPTA to continue this program indefinitely. RIPTA came to this decision after a thorough analysis of the program.

Fare Free Paratransit Rlde Service

During the pilot program period, Rlde paratransit service has also been free for passengers making trips that begin and end within 3/4 mile of the R-line. Starting October 1, 2023, paratransit passengers will be required to pay the full fare, which is \$4 per trip.

[Click here](#) to learn more.

CCRI Bus Stop Enhancement Project

RIPTA’s bus stop improvement construction at [Community College of Rhode Island \(CCRI\)](#)

is complete! In June, RIPTA temporarily relocated the bus stop at the CCRI Knight campus to make space for four bus stops, each sized to fit our 40-foot buses. As of August 23, 2023, RIPTA passengers can board at the original bus stop location.



What's next? Look out for the installation of brand-new bus shelters and passenger amenities at the stop in January 2024!

Providence Schools Students: Need a ride to school?



RIPTA will take you there! In addition to regular fixed-route service, RIPTA also runs special trips to Providence Schools. We've created flyers and instructional videos to help you navigate our bus service. Visit [RIPTA.com/PVDschools](https://ripta.com/PVDschools) and then click on your school for details.

Download [Transit app](#) to track your trip in real-time! While our goal is to never miss a trip, sometimes we must cancel a trip due to a mechanical issue or unforeseen driver availability. When that happens, you can check Transit App to see if a trip has been cancelled and plan alternate ways to get to school. You'll know a trip has been cancelled when the departure time has a real-time symbol but it's turned grey and is crossed out.

Remember, you can always use the Trip Planner on [RIPTA.com](https://ripta.com) to plan your trip from home to school or call RIPTA Customer Service at 401-784-9500 x2012 for assistance.

Employee Spotlight

Stephen Miele, Lead Stockroom Clerk

It doesn't matter if a bus needs a brake caliber, windshield wiper, blinker bulb, oil filter or a new transmission – Steve Miele knows where to find it and how to get it in the hands of our mechanics. He has been at RIPTA since 1974, and as the Lead Stockroom Clerk, presides over a dizzying array of parts and pieces that keep our buses running.

"There are thousands of parts in here," Miele says, gesturing to the shelves and pallets stacked floor to ceiling in the stockroom inside the Chafee Maintenance Facility. "We get truckloads of deliveries."

Steve started at RIPTA shortly after graduating from Cranston High School East, taking the advice of his dad who worked in the RIPTA's Buildings and

Grounds Division. He's held several positions, including being a utility worker, before finding his home in the cavernous stockroom.

Every part that comes in must be labeled and put in its proper place so it can be found quickly, and Miele says he doesn't mind the constant organizing, unloading and reloading. "We have to

be ready for whatever our mechanics are working on." And it's not just a matter of keeping parts for 200-plus buses, it's also keeping track of the fact that RIPTA has buses manufactured in different years, so it is a mechanically diverse fleet. The addition of electric buses to RIPTA's fleet means new and different parts that Miele and his colleagues need to keep track of, but they are not daunted.

"Steve is a walking encyclopedia of RIPTA's inventory. He has a deep understanding of every single part in the stock room, including its function and location. This gives me great peace of mind," said John Chadwick, Executive Director of Procurement.

"There are days when we get very big orders and things can get a bit hectic," Miele says. "But it's our job to know where everything is. If we don't have a part in stock, our mechanics can't do their job to keep the fleet rolling."



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 **Friday, September 22, 2023** from **10am to 3pm** at 705 Elmwood Avenue, Providence, RI.

We're currently hiring for the following positions:

- Controller
- Senior Accountant
- 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://ripta.com/careers) for more information.

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 also provides travel training.



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

BRISTOL

Wednesday, September 20 • 10am - 12pm

Benjamin Church Senior Center

1020 Hope Street

NARRAGANSETT

Thursday, September 21 • 11am - 1pm
Narragansett Community Center
55 Mumford Road

LINCOLN

Friday, September 29 • 10am - 1pm
Lincoln Senior Center 150 Jenckes Hill Road

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://www.ripta.com/ReducedFare).

DETOURS

PVD Fest: SEPT. 8-10

Routes 35, 78 and 60 will be on detour beginning Friday, September 8 at 12pm through Sunday, September 10 at 11pm.

WaterFire: SEPT. 9

Routes 1, 32, 33, and 34 will be on detour all day and night.

Wickenden Street Merchants Festival: SEPT. 30

Route 92 will be on detour from 8:30am to 7pm.

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



PVD Fest: September 8-10



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