



A HERO BEHIND THE WHEEL

RIPTA's Board of Directors issued a formal commendation thanking Operator Eldora "Ellie" Giblin for stopping her bus recently and coming to the aid of man who seemed ready to jump off the Henderson Bridge.

Giblin, a RIPTA driver for nine years, was driving Route 33 toward East Providence, when she stopped en route to talk to a man who had one leg over the railing of the bridge. Giblin said she was nervous but knew she had to take action because even though other cars had pulled over, no one was talking to the man. "People just had their phones out and were taking pictures or video -- It broke my heart," she said.

"To say that she went above and beyond is an understatement," said Scott Avedisian, RIPTA's Chief Executive Officer. "Ellie is a reminder that there are many good people in the world and that acts of kindness can make a huge difference. We are so proud that she is a RIPTA employee."

[Click here](#) to read the full story.



RIPTA CAMPUS IMPROVEMENTS

Work is progressing on our capital project to make much-needed improvements to our Chafee Maintenance and Operations building on Elmwood Avenue in Providence. The project will replace the building's old HVAC system and part of the roof, and also install new vehicle lifts capable of supporting 14-ton buses. Some of the work was highly visible last month when a crane crew was on site to pluck old heating units from the roof. The work that goes on in the maintenance facility is key to our operations as our top-notch mechanics keep us running.



HOW ARE WE DOING?



FINAL DAYS FOR FEEDBACK

RIPTA wants to know how satisfied their customers are with their bus service. Passengers, whether they ride frequently or infrequently, are asked to take the annual Customer Satisfaction Survey, available online now through Sunday May 9, 2021. Each participant will be eligible for the chance to win a RIPTA prize pack which will include \$50 of bus fare value on a Wave account if he/she chooses to provide their contact information.

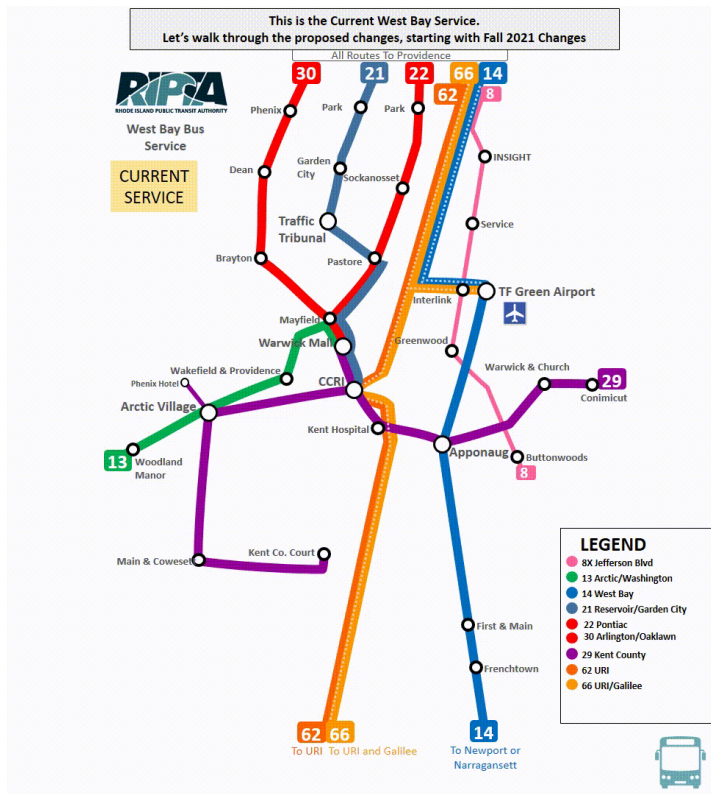
[Click here](#) to take the survey in English or [here in Spanish](#).

WEST BAY WORKSHOP

RIPTA wants YOUR feedback on proposed changes to West Bay service!

RIPTA often receives feedback from passengers related to the current service in the West Bay area. We hear how the connections between routes are limited, and that some major destinations in the region have no service at all.

Proposed changes to Route 8X, 13, 14, 21, 22, 29, 30, 62, 66, 203, 210 and 231 are the start of an effort to reconfigure the bus service in the West Bay area in an effort to address these issues.

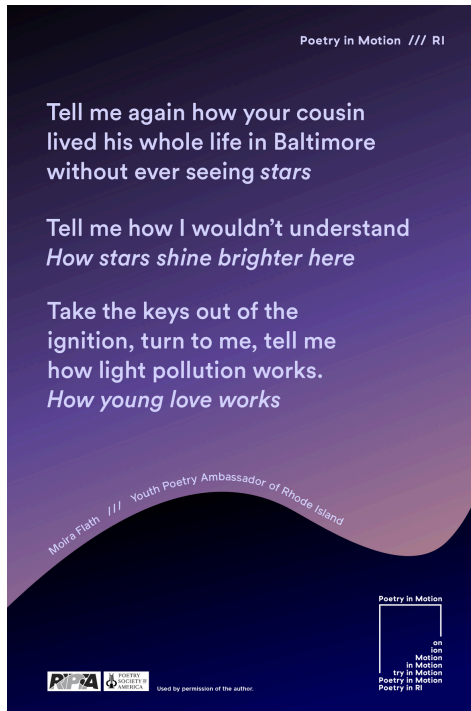


[Click here](#) to review the proposed service (including a new bus route!) and provide your feedback.

We'll be hosting a virtual workshop on **Thursday, May 20** from 6pm to 8pm to present the proposed changes and answer any questions you have. Please sign-up in advance by emailing marketing@ripta.com.

POETRY IN MOTION

We are so excited that Poetry in Motion RI – the initiative that brings changing poetry displays to the digital boards inside our buses - is now being [expanded to schools](#). It's thanks to the work of [State Poet Laureate Tina Cane](#) who recently had posters made of the beautiful display designs and is sending them as gifts to all public and private schools in Rhode Island. New poems will keep appearing on our buses as this cultural collaborative effort continues. [Click here](#) to read about the program.



FREE TRANSPORTATION TO VACCINATION

RIPTA is providing **free transportation** to people traveling to and from vaccination appointments on existing routes, as well as for our Ride paratransit passengers. **Please note, RIPTA is CANNOT schedule vaccination appointments. [Click here](#) for more information.**



Courtesy of Sun Rise

PARK AVENUE BRIDGE CLOSING - MAY 15

RIPTA will be providing a free shuttle to accommodate pedestrians who will not have access to the Park Avenue Railroad Bridge during upcoming bridge replacement work. **[Click here](#) for details.**

RIPTA CELEBRATES MEMORIAL DAY, MAY 31

RIPTA will operate all regular fixed-route bus service on a Sunday/Holiday schedule Monday, May 31 in observance of Memorial Day. RIPTA offices will not be staffed on Memorial Day. Also, the Flex Service reservation line (1-877-906-FLEX) and the Ride reservation line (461-9760) will not be staffed on the holiday.



MEMORIAL DAY
MONDAY, MAY 31, 2021
SUNDAY/HOLIDAY SERVICE
RIPTA OFFICES WILL BE CLOSED

DETOUR ALERTS

SALVE REGINA GRADUATION – MAY 9 AND MAY 16

RIPTA will detour Route 67 on May 9 and May 16 to accommodate Salve Regina Graduation ceremonies. [Click here](#) for details.

FEDERAL HILL ALFRESCO DINING – MAY 14 THROUGH OCTOBER 11

Route 92 will be detoured from 3:30pm to 1am on Friday and Saturday to accommodate alfresco dining on Federal Hill. [Click here](#) for details.



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