



RHODE ISLAND PUBLIC TRANSIT AUTHORITY



RIPTA bus under an American Flag.

Regular Service on Presidents Day, Monday, February 17, 2025

Just a reminder that RIPTA is running a **regular schedule** on Presidents Day. [Click here](#) to view a list of legal holidays that RIPTA will observe in 2025.



Customer Service Representative on the phone.

RIPTA Call Center Now Open at 6AM Weekdays

We've expanded our hours to better serve our passengers! As of Tuesday, January 21, 2025, the Customer Service Call Center is now open starting at 6:00 AM on weekdays (instead of 8:30 AM). The new hours of operation are Monday through Friday from 6:00 AM to 4:30 PM, and Saturday and Sunday from 8:00 AM to 12:00 PM and 1:00 PM to 4:00 PM.



Colorful LUMINA artwork by Artist "MAGUIRE" reading "NEXT STOP LUMINA!"

Experience the Magic of LUMINA 2025 – Ride RIPTA and Skip the Parking Hassle!

From February 1 to February 17, 2025, downtown Providence will transform into a dazzling winter wonderland for [LUMINA 2025](#). This year's festival promises to captivate audiences with breathtaking light installations, musical performances, and public art celebrating creativity and community. Whether you're a fan of whimsical illuminated sculptures or thought-provoking pieces that spark conversations, LUMINA offers something for everyone.

Make the experience even brighter by taking RIPTA to the festival! With multiple bus routes stopping near downtown Providence, you can skip the parking stress and enjoy a convenient, eco-friendly way to explore this vibrant celebration. Keep an eye out for the LUMINA x RIPTA photo op!

Don't miss the chance to wander through glowing displays, enjoy live music, and connect with the magic of winter nights in Providence. Let RIPTA get you there safely and sustainably.

Need help planning your trip? Use the Trip Planner at [RIPTA.com](https://www.ripta.com) to make your way to LUMINA even easier! [Click here](#) to learn more.



RIPTA CEO, Chris Durand, checks out a Hydrogen Fuel Cell Transit Bus.

Hydrogen Bus Demo Highlights Innovative Transit Technology

This week, RIPTA had the exciting opportunity to host a demonstration of the Xcelsior CHARGE FC™ 40-Foot Fuel Cell-Electric Transit Bus, presented by New Flyer. This visit gave our team and **Chief Executive Officer Chris Durand** a firsthand look at cutting-edge hydrogen fuel cell technology and its potential to shape the future of public transportation.

Hydrogen fuel cell buses, like the Xcelsior CHARGE FC™, represent a step toward cleaner, more sustainable transit. Depending on conditions, these buses produce zero tailpipe emissions and can travel up to 370 miles on a single refueling, making them a practical option for long service routes. Their quick refueling time and consistent performance, even in colder weather, highlight the innovations that are redefining how transit systems operate.

“Exploring this kind of forward-thinking technology is critical as we look toward the future of public transit,” said **CEO Chris Durand**. “It’s exciting to see what’s possible and how these innovations might shape the transit industry in the years to come.”

Hydrogen-powered transit is already gaining traction with our transit neighbors. In Rochester, New York, the Regional Transit Service recently debuted its first hydrogen fuel cell electric buses, highlighting their quick refueling time and reliable performance. As states and agencies work toward zero-emission goals, hydrogen buses are paving the way for a cleaner future.



Woman watches bus drive away.

Don't Chase The Bus!

The safety of our passengers and employees is one of our top priorities, which is why we want to remind you of some safety tips.

1. Never chase a bus. RIPTA encourages you to arrive at your bus stop 5 minutes before the scheduled departure time. If you're late to your bus stop, wait for the next bus. Running after a bus can pose serious safety risks to you and those on board. Bus drivers cannot and will not stop after they start driving away from a bus stop.

2. Do not cross in front of the bus. After you leave the bus, wait until the bus has completely departed before crossing. Letting the driver leave first helps them stay on schedule and keeps you safe.

3. Do not step off the curb as the bus approaches. Stepping into the street is dangerous for you and the driver. The driver will pull up to the curb so that you can safely board.

[Click here](#) to watch our Be Safe safety video featuring local Hip Hop lyricist and creator [Jon Hope](#).



Now Hiring Graphic.

Calling All IT and Finance Professionals!

Are you passionate about technology and problem-solving? RIPTA is hiring for two exciting roles! As an [Operations Technology Specialist](#), you'll ensure the smooth operation of our real-time vehicle tracking and dispatching systems, along with other transit-supporting technologies, during the second shift (4 PM - 12 AM). This role involves troubleshooting, data analysis, and keeping things running seamlessly.

Or join us as the [Manager of Fare System Administration](#), where you'll lead the development and daily management of our fare collection system. Collaborate with internal teams and external partners to create innovative payment solutions that enhance the rider experience.

Be part of shaping the future of transit at RIPTA! Applications must be received by February 3, 2025. For a full list of open positions, including drivers, visit [RIPTA.com/careers](https://www.ripta.com/careers).



RIPTA employees help woman apply for the Reduced Fare Bus Pass Program.

Photo ID Road Trips for RIPTA's Reduced Fare Bus Pass Program

RIPTA's Photo Identification staff will travel to communities throughout the state to process bus pass applications for qualified seniors and individuals with disabilities who are unable to get to our office in Kennedy Plaza. Staff also provide travel training.

Photo ID Wave cards cost \$10 and are valid for two years. [Click here](#) to view upcoming RIPTA Photo ID Road Trips. RIPTA staff will process Photo ID Wave cards at the **Woonsocket Senior Center**, 84 Social Street, Woonsocket on **Thursday, February 13, 2025**, from **10:00 AM to 12:00 PM**.

For information on how to qualify for RIPTA's Reduced Fare 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)