



RIPTA bus driving under a sky of fireworks.

## Happy New Year from RIPTA's Chief Executive Officer

Dear Valued Rider,

Happy New Year! As we begin 2025, I want to extend my deepest gratitude for your continued trust and support. RIPTA remains dedicated to our mission “to provide safe, reliable, and cost-effective transit service with a skilled team of professionals responsive to our customers, the environment, and committed to transit excellence.”

This year, we aim to expand our services and strengthen our community connections. We look forward to sharing this journey with you, and together, we'll create more opportunities for growth and adventure.

Wishing you a joyful and successful year ahead!

Sincerely,

Christopher Durand

Chief Executive Officer

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Close up of calendar with pin on a date.

## 2025 Sunday/Holiday Schedule

The following are the Legal holidays in the State of Rhode Island that RIPTA will observe. On holidays, RIPTA will observe Sunday schedules for each route, when available.

The RIde paratransit program does not provide standing order trips (recurring service) on RIPTA holidays. If you need a ride on the holiday, please call the RIde reservation line (401-461-9760) prior to the holiday to schedule a trip for that day.

- New Year's Day, Wednesday, January 1, 2025
- Dr. Martin Luther King, Jr. Day, Monday, January 20, 2025
- Memorial Day, Monday, May 26, 2025
- Juneteenth, Thursday, June 19, 2025

- Independence Day, Friday, July 4, 2025
  - Victory Day, Monday, August 11, 2025
  - Labor Day, Monday, September 1, 2025
  - Indigenous Peoples' Day/Columbus Day, Monday, October 13, 2025
  - Veterans Day, Tuesday, November 11, 2025
  - Thanksgiving Day, Thursday, November 27, 2025
  - Christmas Day, Thursday, December 25, 2025
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Woman disembarking a Flex Van.

## **Flex 203 Goes Fully On-Demand Starting January 21!**

Starting January 21, RIPTA will no longer use scheduled timepoint stops at Salt Pond Plaza, Wakefield Mall, Stedman Center, and Memorial Union for Flex 203 (URI/Narragansett/South Kingstown). Instead, rides will be available exclusively on demand, making your travel even more flexible and convenient!

Booking a ride is easy! Use the Flex On Demand app or call 401-784-9500, ext. 1220 to schedule your trip.

Learn more about how to book and ride the Flex 203 at [RIPTA.com/FlexOnDemand](https://www.ripta.com/FlexOnDemand).



# WINTER SERVICE CHANGES

**EFFECTIVE  
JANUARY 18, 2025**



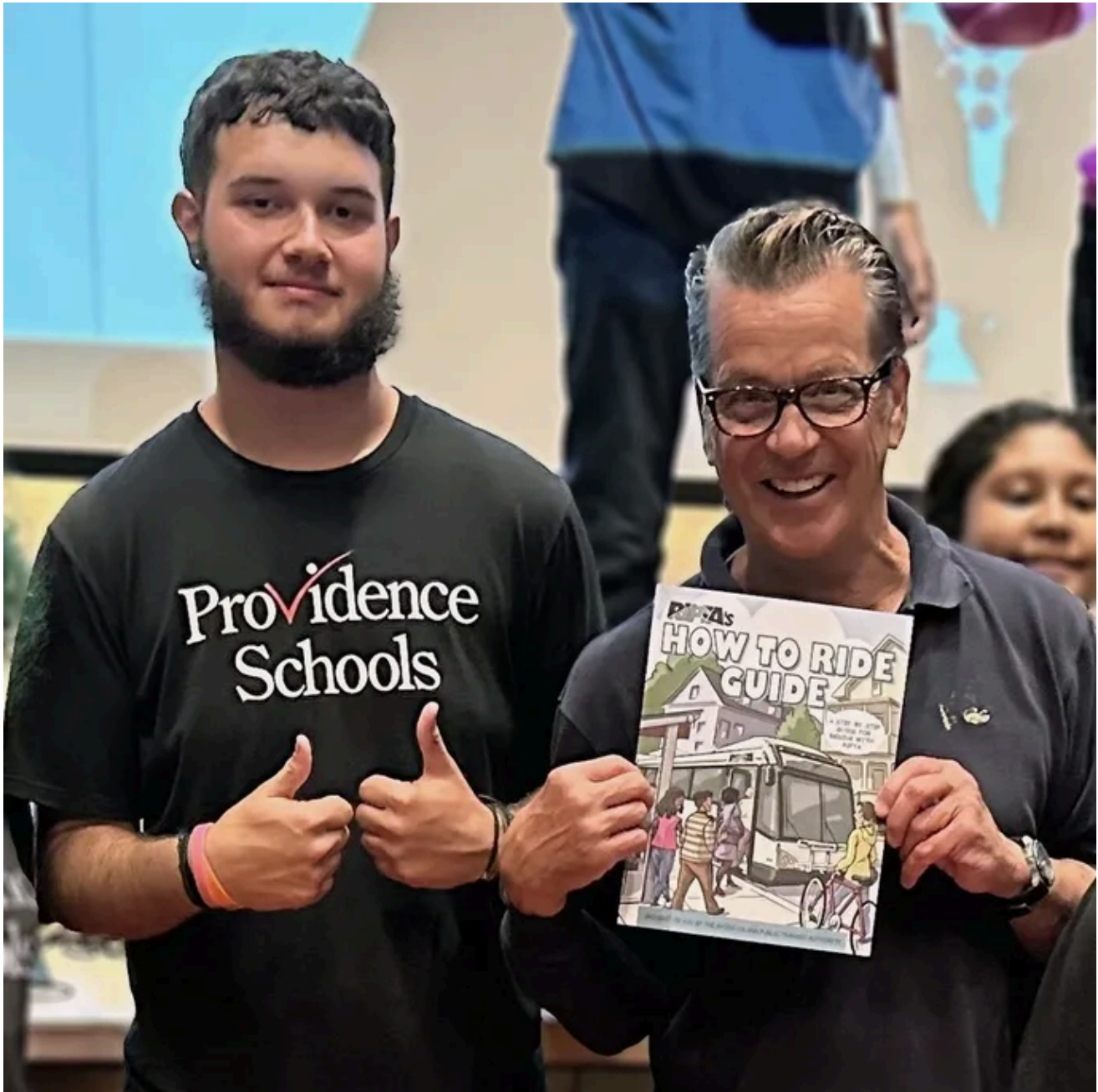
**RHODE ISLAND PUBLIC TRANSIT AUTHORITY**

Winter Service Changes Effective January 18

**Winter Service Changes to Take Effect Saturday, January 18, 2025**

RIPTA will implement winter service changes effective Saturday, January 18, 2025. RIPTA makes regular service adjustments three times a year in response to seasonal changes and/or passenger use. [Click here](#) to see if your route is affected.

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RIPTA employee holding "How to Ride Guide" alongside a Providence School Student.

## Improved Service for Providence School Students

Starting January 18, 2025, RIPTA's additional bus service from Hope High School, Mt. Pleasant High School, E-Cubed Academy, and Dr. Jorge Alvarez High School will now operate directly to neighborhood RIPTA routes without having to transfer in Kennedy Plaza. This means that your travel time will be reduced – and you'll get home faster.

Students can still use RIPTA's regular bus service to transfer to their route at Kennedy Plaza as another travel option. If so, make sure to wait at the nearest RIPTA bus stop heading inbound!

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

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Ride driver gives the peace sign with a passenger.

## Ride Anywhere Pilot Program Extension

Qualified RIPTA passengers with disabilities may continue requesting trips anywhere in the state through the Ride Anywhere pilot program. Before the pilot launched in January 2024, Ride's curb-to-curb paratransit service was limited to an area within a  $\frac{3}{4}$  mile radius of bus routes, in accordance with the Americans with Disabilities Act (ADA). Between January and the end of November, riders took 5,974 trips through this program, including 895 trips scheduled by new users.

Interested in participating? Existing Ride customers should call (401) 461-9760 to request trips. New customers with disabilities that prevent them from taking the fixed-route bus must submit the Ride paratransit application and receive an acceptance letter first. [Click here](#) to find the application and for more information.

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Hands holding a RIPTA Wave card.

## RIPTA Fare Program Enables Organizations to Jointly Fund Transportation for Low-Income Riders

RIPTA's Low Income Pilot Program is now permanent for organizations that support low-income riders facing housing insecurity or experiencing homelessness. Community-based organizations, state agencies, and collaborative partnerships are encouraged to submit applications for the program to [pilot@ripta.com](mailto:pilot@ripta.com) on a rolling basis. Once approved, they'll receive a 50% discount on three specific fare products through their institutional Wave accounts: downloadable single-ride QR codes, institutional day passes, and institutional monthly passes that can be applied to riders' Wave cards.

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A trolley bus drives on a snowy road.

## Winter Weather Preparation

We all know New England winters can be a wild ride! Our buses are ready to face the snow and ice, but delays can happen. Rest assured our bus drivers will be working to reach your stop as soon as possible. Buses not only get slowed down by the snow, but also by surrounding traffic. Please plan a little extra time for your commute and bundle up at your stop.

Passengers are always advised to use extreme caution at bus stops due to decreased visibility and slippery conditions. Stay in the know with RIPTA alerts on [RIPTA.com/alerts](https://www.ripta.com/alerts), the Transit app, or our social media channels. Your safety is always our top priority!

Sign up for email alerts for the routes you ride. This service provides subscribers with information about detours, temporary service disruptions and service changes.

### HOW TO SIGN UP FOR EMAIL ALERTS

To sign up for email alerts, visit <https://www.ripta.com/schedules>

Click on the route you would like to receive alerts for and then click on “Receive Updates for This Schedule.”

Enter your email address in the form that pops up and then click “Subscribe.”

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Providence Bruins Players carrying gifts from RIPTA bus.

## RIPTA Drives Up Holiday Cheer

The holiday season was filled with generosity, as RIPTA proudly joined forces with the Providence Bruins for the Fill A Bus Toy Drive to benefit the U.S. Marine Corps Reserve Toys for Tots Program. RIPTA helped the players deliver a busload of toys to children at Hasbro Children's Hospital. The toys were donated by the team and the many generous hockey fans who brought in gifts to Providence Bruins games throughout December. The community came together to fill an entire bus with toys, ensuring countless children experienced the magic of the holiday season.

We love these partnerships and are so grateful to everyone who participated—it truly made the holidays brighter for so many Rhode Islanders!

Later in the month, RIPTA staff embraced the spirit of giving by donating to the Elder Angel Giving Tree, a program focused on fulfilling holiday wish lists for older adults in our community. From bus drivers to mechanics to our office employees, there was no shortage of generosity with workers donating hundreds of items for our gift drive to benefit older adults at the West Warwick Senior Center.

We initially aimed to fill bags for 35 members of our community, but thanks to an incredible effort, we exceeded that goal by filling over 50 bags. The overwhelming enthusiasm from everyone involved was inspiring, and we are deeply proud of our team for making such a meaningful impact on Rhode Island's older residents.



Images of Trainers working, arranged in a puzzle.

## EMPLOYEE SPOTLIGHT: TRAINING DEPARTMENT

When you see RIPTA drivers confidently navigate our 40-foot buses, you can thank the incredible team in the Training Department. These trainers work with every new hire who touches a RIPTA vehicle. Whether it's a fixed-route bus driver, paratransit van driver, mechanic or utility worker – they're making sure each employee can navigate a vehicle safely and professionally.

Trainers face the unique challenge of teaching people how to handle these massive vehicles when some of them have never driven vehicles that large before. From learning about air brakes to

mastering tight turns, it's a whole new world for new transit hires. Watching an employee transform from a complete novice to a skilled and confident driver is one of the most rewarding parts of the job.

RIPTA's training program is unique. Not only do new employees get paid while they train, but RIPTA also covers the cost of their CDL licenses; something that can cost thousands elsewhere. It's just one way the agency invests in its workforce. Earlier this year, RIPTA launched a new CDL permit test training program which improved the onboarding process for qualified applicants. As a result, the Training Department expanded their team to support the growing number of new hires.

What really makes the Training Department stand out is the heart trainers put into their work. Their dedication has earned RIPTA a 99.5% DMV pass rate, a coveted level of success among state and local transit providers across the country. But for the trainers, it's not about impressive statistics. It's about creating an atmosphere where new hires feel supported, capable of success, and driven to succeed.

It's not easy being a trainer, but for this team, it's a passion. They don't just teach driving skills; they build confidence and community. And that's something everyone at RIPTA can be proud of.

**DRIVE YOUR CAREER FORWARD**  
**NOW HIRING**

**JOIN OUR TEAM!** 

- **GROWTH ORIENTED**
- **OUTSTANDING BENEFITS**
- **VARIETY OF CAREER PATHS**



"Now Hiring" graphic.

## Drive Your Career Forward : Join Our Team!

RIPTA is an established organization that offers career growth and excellent benefits including a pension plan. We're currently hiring for the following positions:

- Mechanic
- Utility Worker
- Driver

### 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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Two RIPTA employees talking with an older gentleman.

## RIPTA Photo ID Bus Pass Road Trips

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.

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

**PAWTUCKET** Thursday, January 9 • 10 AM - 12 PM • Leon Mathieu Senior Center, 420 Main Street

**NEWPORT** Thursday, January, 16 • 10 AM - 12 PM • William Donovan Manor, 19 Chapel Street

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





Rider Alert.

## **SERVICE ALERTS**

### **HOLIDAY SERVICE**

New Year's Day (Wednesday, January 1): Sunday/Holiday schedule.

All RIPTA offices will be closed.

The Flex Service reservation line (1-877-906-FLEX) and the Ride reservation line (461-9760) will not be staffed on this holiday.

[Click here](#) for details.

705 Elmwood Avenue, Providence, RI 02907 [unsubscribe](#)