

A colorful illustration of a bus stop scene. A white bus with the RIPTA logo on its side is stopped at a bus stop. Several people are waiting: a woman in a pink shirt and blue jeans, a man in a striped shirt and brown pants, a woman in a purple dress, and a man in a light blue shirt. A person in a yellow hoodie is riding a red bicycle towards the bus. The background shows a blue house with a red awning and a green bush. The sky is blue with white clouds.

**RIPTA's**

# HOW TO RIDE GUIDE

A STEP-BY-STEP  
GUIDE FOR  
RIDING WITH  
RIPTA

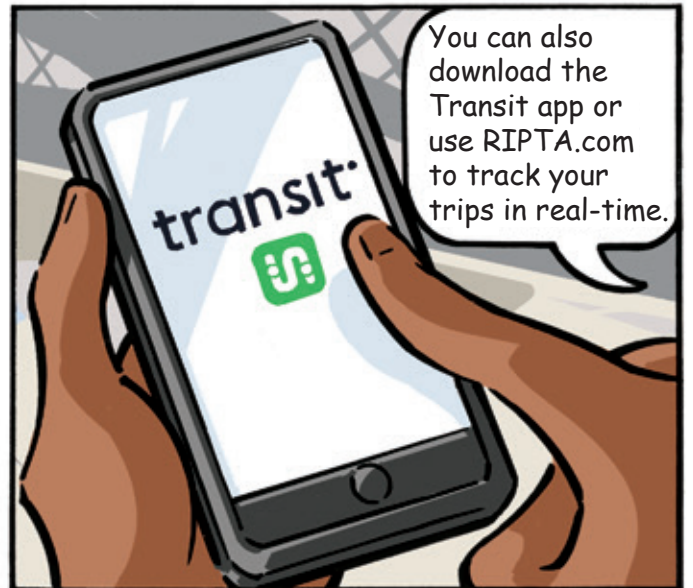
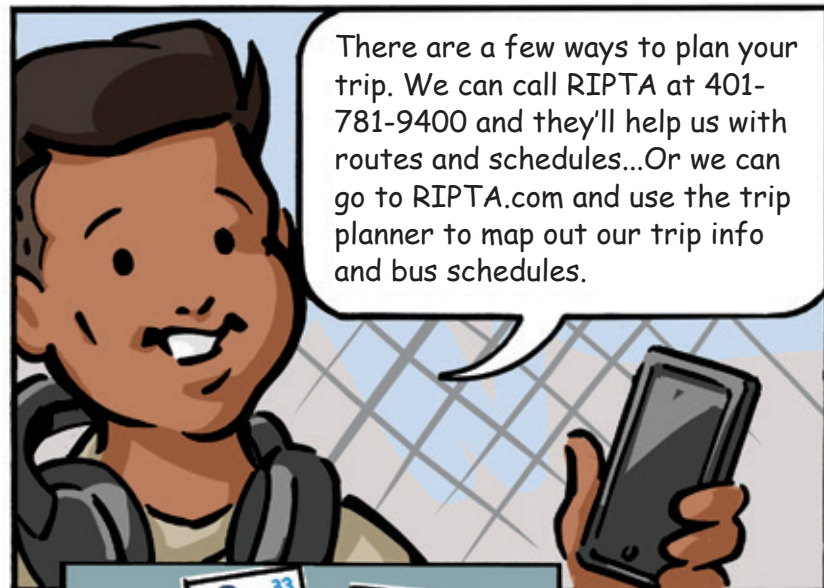
BROUGHT TO YOU BY THE RHODE ISLAND PUBLIC TRANSIT AUTHORITY



# RIDING RIPTA IS EASY...

The Rhode Island Public Transit Authority (RIPTA) offers easy, reliable and safe transit options for you to reach your destination. Whether you're commuting to work, shopping or visiting a friend, RIPTA is a stress-free, comfortable and economic way to get there.

# LET'S DO THIS!

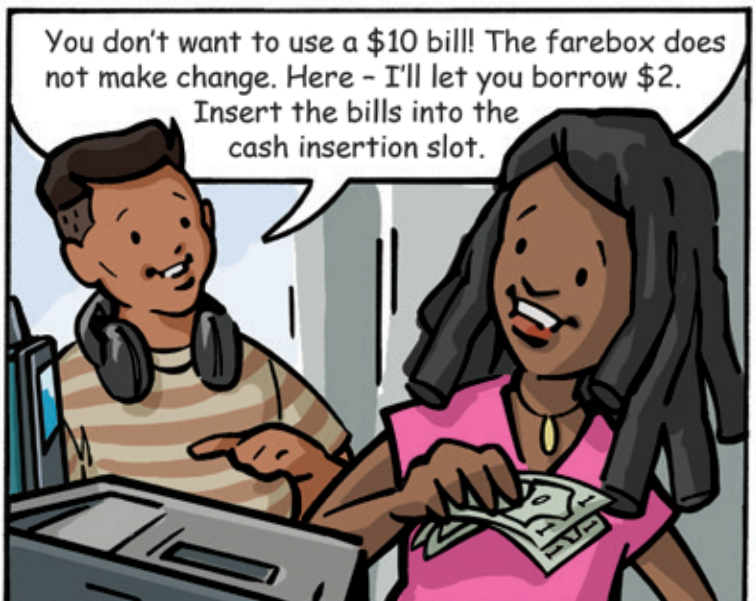
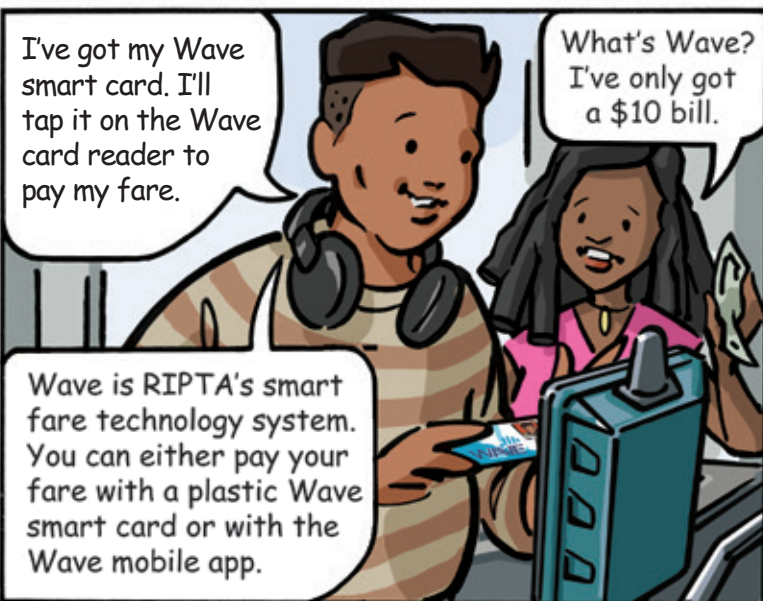
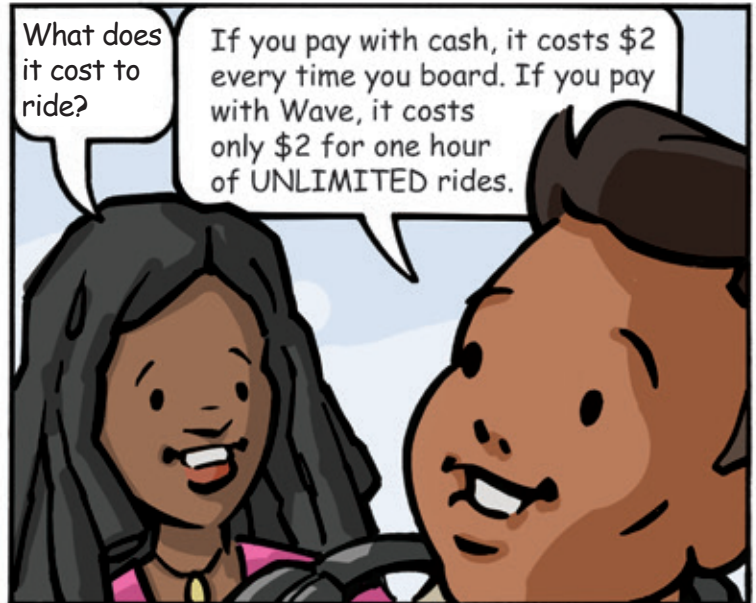
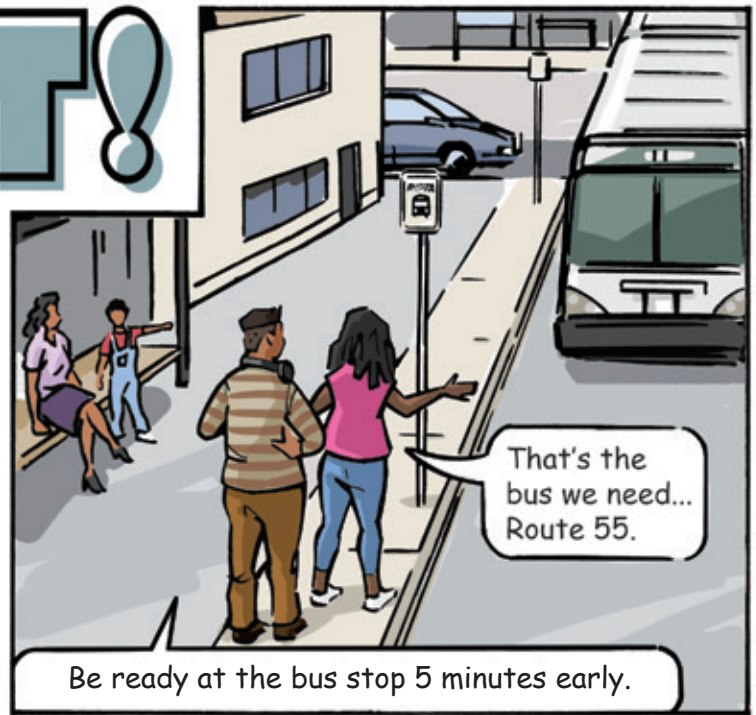


BUS SCHEDULES are available at RIPTA headquarters (705 Elmwood Ave., Providence), the Kennedy Plaza Intermodal Transit Center, and the Newport Transportation Center or by calling 401-784-9500 x2012.

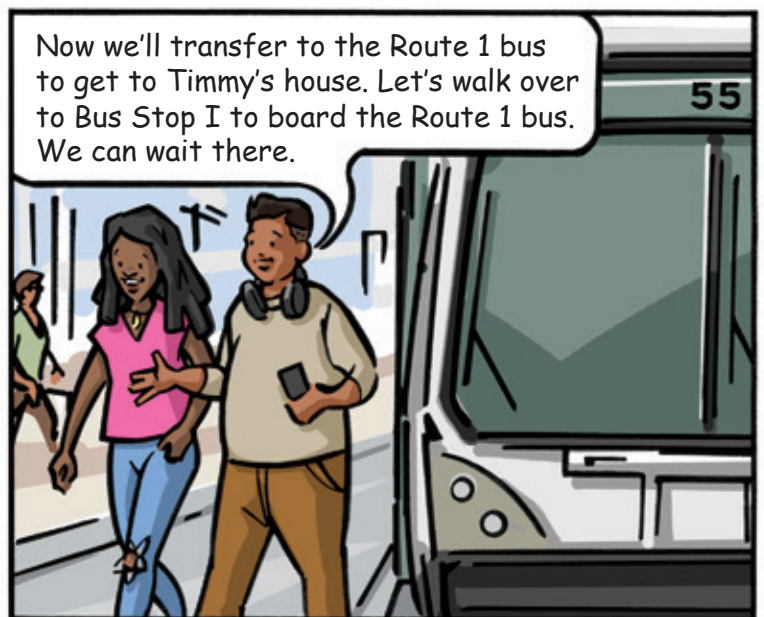




# RIDE IT!







**MADE IT!**



# Get Ready to Ride!

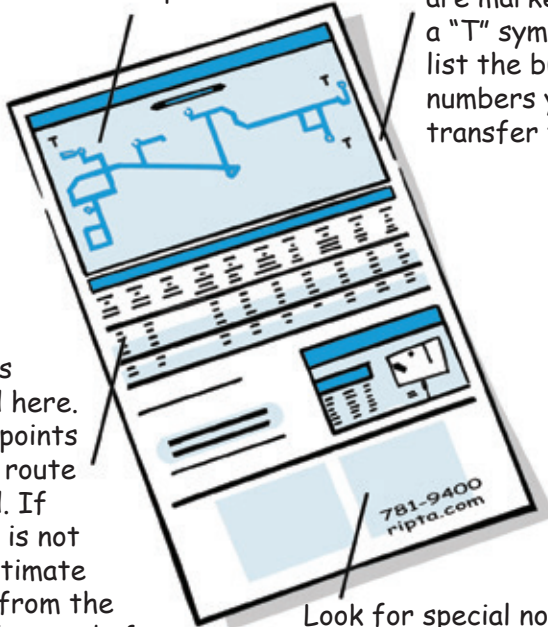
## HOW TO READ BUS SCHEDULES

Starting and ending points are marked on the map.

Transfer points are marked with a "T" symbol and list the bus route numbers you can transfer to.

Trip times are listed here. **Only** key points along the route are listed. If your stop is not shown, estimate the time from the stops before and after.

Look for special notes providing important information about the bus schedule or route.



The number and name of the bus route appear on the schedule cover and above the bus windshield. Make sure the route number on the bus matches the number you want before boarding.



Each schedule has two maps...one for inbound (heading downtown) and one for outbound.



Visit [RIPTA.com/alerts](http://RIPTA.com/alerts) to sign up for email alerts for your route.

## DOWNLOAD & USE THE TRANSIT APP!

- Transit is a mobile app that provides real-time bus information. On the app's main screen, you'll find a map with a list of nearby transit routes including their next departure time.
- Type where you want to go in the search bar, and the app will give you step-by-step directions to your destination.
- Easily find out when your bus will arrive at your stop and access transit information such as routes, schedules, bus frequency, and transfer points. Make planning your trip a breeze with the Transit app!
- **The app can even show nearby bikeshare and scooter stations, helping you get from your bus stop to your final destination.**
- Add favorite routes and destinations for quick access and service alert notifications.



The Transit app can get you where you want to go!  
Available for download in the Apple App and Google Play stores.



# WHAT'S IT COST?\*

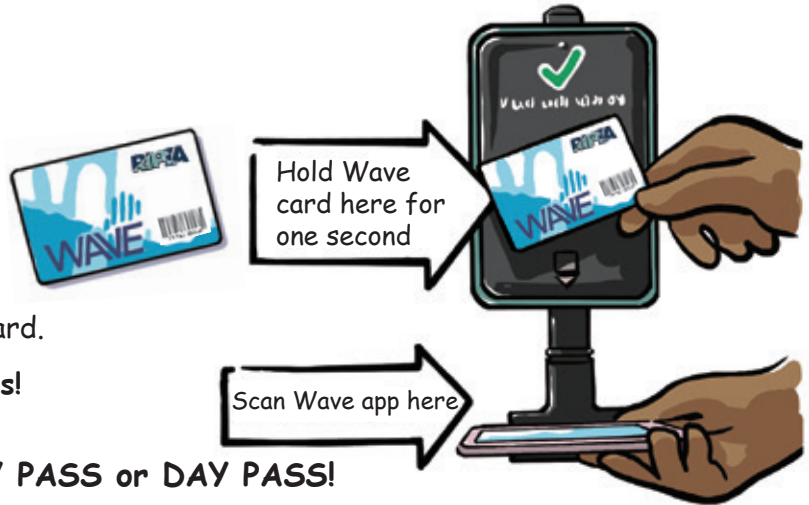
## PAY WITH

Wave is RIPTA's smart fare collection system. Pay your bus fare using either a Wave smart card OR the Wave mobile app.

Once you add value to your Wave account, the Wave card reader will deduct \$2 from your stored balance when you tap your card or scan your app when you board.

**It costs only \$2 for one hour of UNLIMITED rides!**

**Load your Wave card or app with a MONTHLY PASS or DAY PASS!**



## MONTHLY PASS \$70.00

A Monthly Pass is valid for unlimited statewide travel on RIPTA buses and Flex service. Passes purchased on or after the 17th day of the month are valid for the next calendar month, not the current month.

## DAY PASS \$6.00

A Day Pass is valid for unlimited statewide travel on RIPTA buses and Flex service from the first time it is used until 2am the next day.

**EARN AS YOU GO!** With Wave's fare capping feature, you'll never pay more than the cost of a Day Pass in a day or the cost of a Monthly Pass in a month!

## PAY WITH CASH

### \$2.00 PER BOARDING

The cost for a regular service bus ride.

Remember, the driver does not make change! Please have exact change ready.



\*Subject to change

Seniors (age 65 and over) and riders who have qualifying disabilities are eligible to apply for RIPTA's Reduced Fare Program. Details on Page 7.





# Reduced Fare Program for Seniors and/or People with Disabilities

- Older adults (age 65 or over) and riders who have qualifying disabilities are eligible to apply for a Reduced Fare Wave Photo ID card. Reduced Fare card holders pay half-price fare during non-peak service hours and any time on weekends. Alternatively, seniors may show the driver their Medicare card to receive this transit benefit. During RIPTA's peak service hours (7am-9am and 3pm-6pm) on weekdays, Reduced Fare Wave Photo ID card holders pay full fare.
- Older adults (age 65 or over) and people with disabilities who also meet low-income requirements may qualify for a full discount, allowing them to ride free any time, any day of the week.
- Reduced Fare Wave Photo ID cards cost \$10 and are valid for two years. The replacement fee is \$20 for a lost, stolen or damaged card.
- Funds must be stored on the Reduced Fare card to receive the half-fare discount.
- Tap the card on the front of the Wave reader when boarding the bus.



## DO I QUALIFY?

### Older Adults

If you are 65 or older, you automatically qualify for a Reduced Fare Wave Photo ID card. To receive this special transit ID, you must apply and provide a valid photo identification, such as a driver's license or passport, that verifies your age.

### People with Disabilities

To receive a Reduced Fare Wave Photo ID card, you must provide proof of identity as well as a Medicaid Card with Disability Code, Social Security Disability Award Letter, or a Department of Veterans Affairs Letter (with disability rating at or above 40%), when applying for this program. If you do not receive any of these disability benefits, a qualified professional with first-hand knowledge may verify your disability by completing a Medical Affidavit Form. For the full discount, you must also meet low-income qualifications.

Visit [RIPTA.com/ReducedFare](http://RIPTA.com/ReducedFare) or call 401-784-9500 x2012 for the full eligibility process.



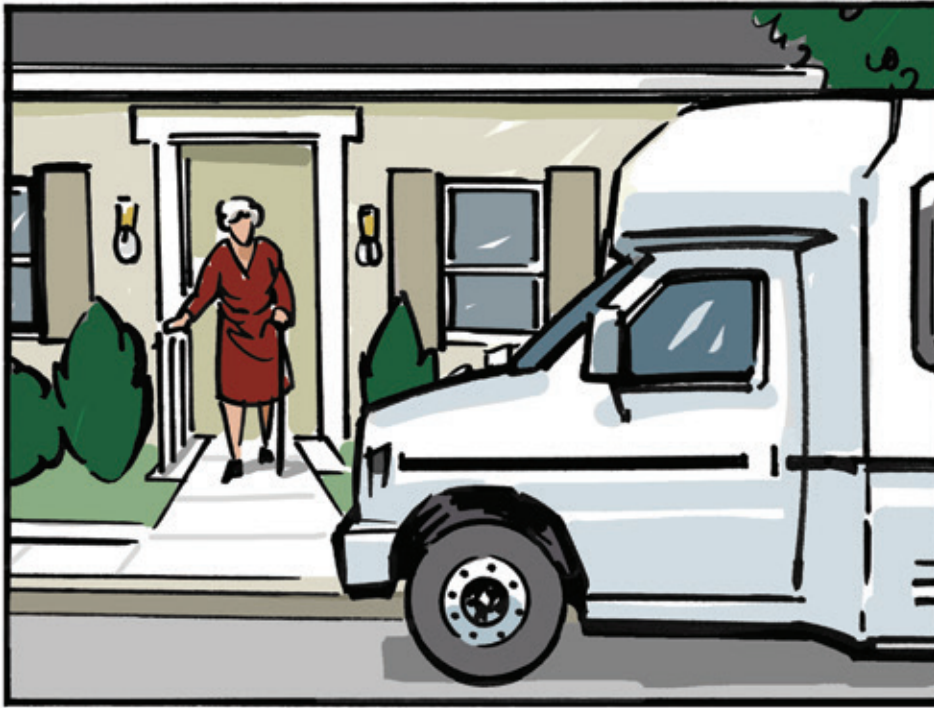
### Where Do I Apply?

You can apply through the mail, online, or in person at RIPTA's Photo ID Office in Kennedy Plaza on Mondays, Tuesdays, Wednesdays and Fridays from 8am-4pm (closed 12pm-1pm). In addition, RIPTA's customer service staff travel to communities throughout the state on most Thursdays to process Reduced Fare Wave Photo ID cards. To request an application by mail, please call 401-784-9500 x2012.



For more information on how to qualify for RIPTA's Reduced Fare Program for Seniors and/or People with Disabilities, call 401-784-9500 x2012 or visit [RIPTA.com/ReducedFare](http://RIPTA.com/ReducedFare).

# Ride Paratransit



For people with disabilities that prevent the use of fixed-route buses, RIPTA offers paratransit service through the RIdE Program, as required by the Americans with Disabilities Act (ADA) of 1990. RIdE provides door-to-door service and requires advance reservations. All trips must start and end within  $\frac{3}{4}$  of a mile of a RIPTA bus route.

Drivers may help passengers board and exit the vehicle and assist them to their door. Passengers should limit their packages to what they can carry on and off the vehicle in one trip, as drivers do not assist with packages.

**Who Is Eligible?** Anyone whose disability prevents either:

- Travel to or from bus stops.
- The use of a regular wheelchair-lift or ramp equipped bus.

## How Do I Apply?

- To apply, contact RIdE at 401-461-9760 or email [RIdE@ripta.com](mailto:RIdE@ripta.com).

## How Do I Schedule A Trip?

- Qualified RIdE passengers can schedule a trip by calling 401-461-9760.
- Be prepared with the necessary information including your name, the exact address of your starting point and destination and your appointment time.

## Where Can I Go?

- Medical appointments
- Shopping
- Hairdresser
- And More!

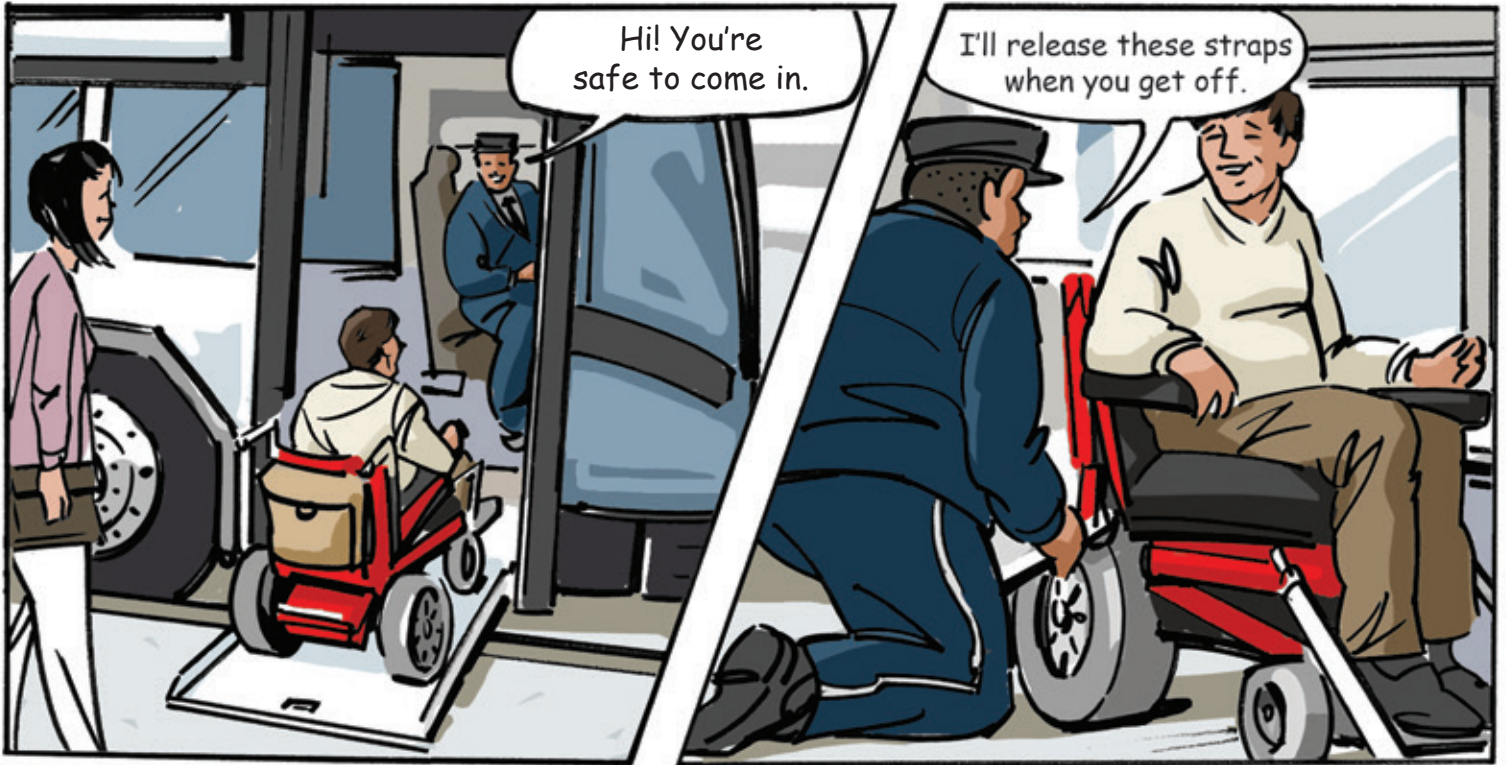


You can travel anywhere you want within the  $\frac{3}{4}$  mile ADA corridor!

For more information on RIdE paratransit service, call 401-461-9760.



# WHEELCHAIR USE



Providing access to service for people with disabilities is a priority for RIPTA! All RIPTA vehicles comply with the Americans with Disabilities Act and are equipped with either a wheelchair lift or a ramp that can accommodate approximately 800 lbs. Bus operators are trained to help passengers with disabilities board the vehicle.



# Fixed-Route

Fixed-route service is what most people call bus service. These RIPTA buses operate on a set schedule along a predetermined route with designated stops. Passengers can board and exit at these stops, and the buses follow a consistent timetable.



# Flex Service

RIPTA offers neighborhood service in areas that have limited fixed-route service. It costs the same as regular fixed-route service. The name Flex is short for "flexible service" because passengers have the option of boarding the Flex van at a scheduled stop or by calling ahead to choose their own pick-up or drop-off point within the designated zone. Flex connects to standard bus routes and is available in Coventry, Kingston, South Kingstown, Narragansett, Manville, Pascoag, Slatersville, South Aquidneck, Westerly, West Warwick, and Woonsocket.

Visit [RIPTA.com/Flex](http://RIPTA.com/Flex) to learn more.



## THE RULES FOR RIDING



Leave front seats open for older adults and people with disabilities.



Radios, cell phones and tablets may be used with headphones only.



Standing is permitted only behind the yellow line.



Weapons, explosives, car batteries or other flammable liquids are not permitted on board.



Smoking, vaping, eating and drinking aren't allowed on the bus.

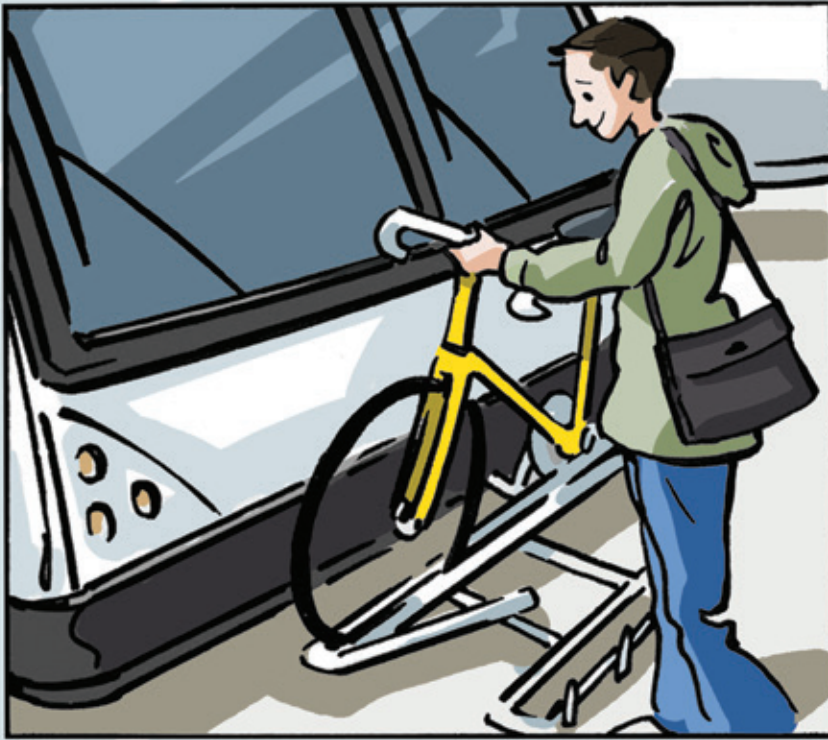


Animals are not permitted (except for service animals).

**Never** chase a bus. Board the bus through the front doors and exit through the back doors. **Always** use pedestrian crosswalks and look both ways.

**Always** take your personal belongings. **Never** touch abandoned or suspicious packages! If you see something suspicious, notify the bus driver immediately!





# Rack & Ride

- RIPTA buses are equipped with bike racks that have space for two bicycles. Riders can bring their bikes along for no extra charge!
- First come, first served.
- Cyclists are responsible for handling their bikes.
- Be sure to let the driver know that you will be removing your bike from the rack when you get off the bus.

# Commuter Resource RI

**Let us improve your commute!**

RIPTA is here to help you use our services and plan your commute through the Commuter Resource RI program, which is supported with federal funds. Our team offers the following services:

## Park & Ride

We help commuters find convenient Park & Ride lots and times for express and commuter bus service.

## Vanpool

Vanpool is very similar to carpooling - the only difference is that the vehicle is provided by Commute with Enterprise! It's a prearranged group of 4-13 people who have a similar commute sharing a ride to and from work. The vehicle, insurance, roadside assistance, and vanpool matching are provided to the vanpool group and covered by the monthly fee. Best part? You can save \$100 per month with RIPTA's federal subsidy.\* Drivers must be 25+.



## Carpooling and Discounted Downtown Parking (for carpools)

We'll find you a carpool companion! Carpooling to Providence? We provide discounted secure indoor parking for registered carpools.

## Drive Less RI

Download this app today and start earning rewards for your green trips! Drive Less RI is a trip-planning and logging app where users can earn rewards by recording their use of public transportation, carpooling, vanpooling, walking, biking or telecommuting. The app is available for iOS and Android devices, as well as desktop users. Visit [DriveLessRI.com](http://DriveLessRI.com) for details.

## Wave to Work

Wave to Work is a commuter benefits program designed to reduce commuting costs and traffic congestion. This program allows your employer to subsidize your transit fare or to set aside pre-tax dollars from your paycheck to pay for it. Contact Commuter Resource RI to learn more.



**COMMUTERresourceRI**

*RETHINK YOUR RIDE*





## RIPTA 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.

## USEFUL NUMBERS

Customer Service.....401-781-9400  
TDD RI Relay.....711  
or 1-800-745-5555  
Lost & Found.....401-784-9500 x1133  
Photo ID Office.....401-784-9500 x2012

Flex Service Reservations.....401-784-9500 x1220  
Ride Program.....401-461-9760  
Reduced Fare Program.....401-784-9500 x2012  
Commuter Resource RI.....401-784-9575

# RIPTA.com