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INTRODUCTION

THE NEED FOR A COORDINATED PLAN

Federal transportation law requires the development of a locally coordinated public transit-human services transportation plan. These plans are intended to identify strategies for meeting the needs of elderly persons and individuals with disabilities, and to better coordinate federal transportation spending across programs serving these populations. The goal is to ensure that federally assisted community transportation services are seamless, comprehensive, and accessible to those who rely on them for their lives, needs, and livelihoods.

PLAN DEVELOPMENT PROCESS

Federal program guidelines require that locally coordinated public transit-human services transportation plans include four key components:

Inventory: An inventory of available public transit-human services transportation services and current providers (public, private and non-profit).

Assessment: An assessment of transportation needs for elderly persons and individuals with disabilities.

Strategies, Activities and/or Projects: Actions to address any identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery.

Priorities for Implementation: Priorities should be based on available resources (from multiple program sources), time and feasibility for implementation.

The development of this plan took advantage of ongoing strategic planning and public participation activities focusing on public transit, human services transportation and the needs of individuals with disabilities. The following activities provided critical input to the plan:

Human Services Transportation Coordination: As major partners in the statewide RIde program, the RI Department of Human Services (DHS) and the RI Public Transit Authority (RIPTA) frequently coordinate on human service transportation concerns. In 2010, these agencies worked together to develop an inventory of public, non-profit and private human service transportation providers, and held a series of focus group sessions with a broad spectrum of human services providers agencies to hear input on transportation needs.
Governor’s Commission on Disabilities - Annual Public Forums: Every year the Commission works with over 20 other state and non-profit agencies to host a series of public forums to hear the concerns of people with disabilities and their families. Many comments address transportation concerns. This document reflects the input of public forums held in 2010, 2011 and 2012.

RIPTA’s Comprehensive Operational Analysis (COA): In May 2012, RIPTA initiated an in-depth review of its existing transit services. The primary goal of this effort is to gain better knowledge of where existing and potential transit customers want to go and to redirect resources to serve these needs. An evaluation of statewide transit and stakeholder input on transportation needs and gaps are being considered as part of the COA, and were reviewed as part of this plan’s development.

Coordinated Plan Forum: A community planning session was held on December 11, 2012 to hear comments on this Draft Coordinated Plan. Seniors, individuals with disabilities, and representatives of public, private and non-profit transportation and human services providers were invited to comment on outstanding public transit-human services transportation needs, and on the priorities identified in this draft Plan. Public comment and input received at this meeting was incorporated into the final version of this document. Notes from this meeting can be found in Appendix D.

Transportation Advisory Committee: This plan was presented to the Transportation Advisory Committee of the State Planning Council for their input on the priorities and strategies on January 24, 2013. This is also an open public meeting, and comments from the public were solicited as well.

**Future Updates**

Based on current Federal Transit Administration guidance, it is expected that this plan will be updated every five years. If needed, small updates will be made during the five year period to make sure that transportation and coordination priorities are eligible for funding.

Rhode Island intends to evaluate the process that was used in the development of this plan, and improvements that could be made to increase public involvement, prior to the next update of this plan.
OVERVIEW OF EXISTING SERVICES & PROGRAMS

An overview of existing public-transit human services transportation programs, including public, private and non-profit programs, is provided below. This inventory is based, in large part, on the inventory collected by the Department of Human Services (DHS) and the RI Public Transit Authority (RIPTA) in 2010. Additional detail is included in Appendix A.

PUBLIC TRANSPORTATION SERVICES

RIPTA Bus Services
RIPTA operates bus service along 54 different fixed routes, making about 3,300 daily trips throughout the state (see Figure 1). All fixed route buses operating on these routes are wheelchair lift or ramp equipped.

Weekday service hours are approximately 4:30 AM to 1:30 AM, although many routes operate for a shorter span. Weekend service operates between 5:00 AM and 1:30 AM. The base fare for a one-way trip is $2.00. Transfers are an additional $0.50. Discounted fares are available to individuals over the age of 65, and to individuals with disabilities, as well as for monthly passes and bulk ticket (Riptik) purchases.

RIPTA Flex Services
RIPTA has created Flex Service zones to more effectively meet demand for transit in low density suburbs and areas that are primarily rural in nature. Eight Flex zones have been established in 11 communities around the state (see Figure 1). All Flex Service is provided using 16-passenger vehicles with two wheelchair securement areas.

Flex buses may be boarded at scheduled time points called “FlexStops” within each zone, or customers can call RIPTA 48 hours in advance of a trip to request a pick-up time anywhere within the zone. Flex vehicles do not travel outside of the zone to which they are assigned, but connect with regular fixed-route services for travel outside of the zones.

Most services operate Monday to Friday only; the Kingston and Aquidneck Island Flex zones offer weekend service. The Flex fare is the same as the fixed route fare, and transfers are valid between the two services.

Greater Attleboro Taunton Regional Transit Authority (GATRA)
GATRA operates local public transit service in neighboring communities of southeastern Massachusetts.\(^1\) GATRA’s Routes 11 and 24 connects with RIPTA Route 77 near Broadway and Benefit Street in Pawtucket, making connections to Attleborough or the retail corridor along Route 1 in North Attleboro. GATRA Route 16 provides service Central Plaza in Seekonk, MA to Attleboro; RIPTA Route 76 terminates 1/4 mile from Central Plaza, but does not connect directly to GATRA Route 16.

\(^1\) The Southeastern Massachusetts Regional Transit Authority (SRTA) also operates in the neighboring community of Fall River, MA, but RIPTA services do not operate in this area.
Figure 1: RIPTA Bus and Flex Services
The RIde Program
The RIde Program is a coordinated brokerage which provides fully accessible door-to-door paratransit service throughout Rhode Island. The RIde is a demand-response system and trips are scheduled and dispatched through a coordinated call center. Eligible clients or their representatives must call in advance to request and schedule a ride. RIPTA operates and absorbs the administrative costs of the coordinated call center, but bills respective programs for all trip costs and maintenance fees.

Eligibility and service parameters are based on the individual program requirements of participating agencies, as follows:

**RIPTA’s ADA Complementary Paratransit Service**
In accordance with the Americans with Disabilities Act (ADA) of 1990, paratransit services are provided for individuals whose disabilities either prevent independent use of the fixed route system or prevent travel to or from bus stops. ADA service does not limit trip purpose, but is available only within ¼-mile of the fixed route bus service. ADA service operates during the same hours and areas that the fixed route bus runs and requires customers to pay twice the fixed route fare (currently $4.00). All ADA trips must start and end in the corridor.

**Division of Elderly Affairs (DEA) Service**
DEA funds RIde service for seniors (age 60 +) and adults with disabilities under 60 whose income qualifies them for DHS medical assistance. DEA-funded RIde transportation is generally available weekdays for travel to adult day centers, medical appointments, and senior nutrition sites. Some trips may be limited to certain times of day. There is a $2 fee per ride, but persons on Medical Assistance are not charged fees.

**Service for Persons with Developmental Disabilities (DD)**
DD providers use the RIde program to arrange transportation to group settings or supported employment for individuals with developmental disabilities. Trips are available on weekdays only. No fare is charged, with costs supported through daily client rates paid by the RI Division of Behavioral Health, Developmental Disabilities, and Hospitals (BHDDH).

**Department of Human Services (DHS) Medicaid Services**
DHS provides Medicaid Non-Emergency Medical Transportation (NEMT) through The RIde Program to supplement the majority of their service provided through private wheelchair vans, ambulances, and RIPTA’s bus service. Medical consumers must be registered in participating health plans. No fare is charged for this service.
In the following paragraphs, we provide a detailed overview of the various transportation options available throughout Rhode Island:

**Intercity & Regional Rail Services**

**Amtrak Intercity Rail Service**
Amtrak operates intercity rail service between Boston and New York City, and serves three Rhode Island stations in Providence, Kingston and Westerly. Ten Amtrak roundtrips operate from Providence on weekdays between 7:00 AM to 11:30 PM. All Amtrak stations and trains are accessible and are served by RIPTA fixed route or Flex services.

**MBTA Commuter Rail Service**
The Massachusetts Bay Transportation Authority (MBTA) operates commuter rail service between Boston, MA and Wickford Junction, RI on its Providence/ Stoughton Line. Three stations in Rhode Island are served including Providence, Warwick/T.F. Green Airport and Wickford Junction. RIPTA provides connecting bus service to all three stations.

The MBTA operates about 18 roundtrips to Providence on weekdays; only ten of those trips serve Wickford and T.F. Green. On the weekends, service is operated only to Providence, with nine roundtrips on Saturday and seven on Sunday.

One-way fares between Providence and Boston are $10.00; trips originating in Warwick or Wickford cost $10.50 or $11.00 to Boston, respectively. Trips between Providence and Warwick are $3.00 one-way, and between Providence and Wickford are $3.25 one-way.

**Private Transportation Providers**

**Intercity Bus Services**
Intercity bus services are provided by Peter Pan (aka Bonanza Bus), Greyhound, and Megabus.

Peter Pan has six pick-up and drop-off locations throughout Rhode Island, including Middletown, Newport, Portsmouth, Warwick/T.F. Green Airport and two in Providence - at Kennedy Plaza and on Smithfield Avenue off I-95. The latter location serves as the main passenger terminal providing ticketing and an indoor waiting area. A free shuttle connects this terminal with Kennedy Plaza. Direct service is available to New York City, Albany, Boston, Washington DC, and Baltimore, among other destinations.

Greyhound provides connecting service between Providence, New Haven, Boston and New York City. Some service is also provided to Newport, Middletown, Portsmouth, and T.F. Green Airport. Greyhound picks up at Kennedy Plaza in Providence, and Gateway Center in Newport.

Megabus provides intercity bus service between Providence, New York City and Cape Cod. Megabus operates from a single pick-up and drop-off location in downtown Providence on Fountain Street.
Air Transportation
Commercial air traffic operates out of T.F. Green Airport in Warwick, as well as smaller airports in Westerly and on Block Island. General aviation airports in Quonset, Newport and Smithfield serve private airplanes.

Private Water Transportation
Water transportation services in Rhode Island include services between Narragansett and Block Island; between Bristol and Prudence Island; and, between Quonset and Martha’s Vineyard. These services are wheelchair accessible. In addition, there are several accessible private water taxi services serving Newport Harbor and Jamestown.

Taxis and Public Motor Vehicles
Taxi services are available in 32 of Rhode Island’s 39 communities and are regulated by the RI Division of Public Utilities and Carriers. Thirteen accessible taxicabs were introduced to Rhode Island communities in April 2012, using a FTA New Freedom program grant matched by the private taxi operators. These vehicles are allowed to operate in 17 different RI communities.

Public Motor Vehicles operate in all Rhode Island communities, with trips and fares arranged in advance.

Private Ambulances and Chair Cars
Private ambulance companies operate door-through-door services on an on-demand basis. These services can accommodate individuals using wheelchairs, as well as those in need of stretcher service. Pre-qualified individuals may arrange to use these services for eligible trips through the DHS Non-Emergency Medical Transportation (NEMT) program. Ambulance service may also be arranged directly by individuals, with fares based on length of trip.

Other Carriers
Maher Regional Coach and Northwest Transportation are private companies operating RIde services under contract to the statewide brokerage, as well as other transportation services.

Certain private assisted living facilities use privately owned vehicles to provide transportation for their clients.

Student and child care transport is provided by a number of private child care providers.

Accessible van rentals are also available on a statewide basis.
NON-PROFIT AND COMMUNITY TRANSPORTATION SERVICES

Community Based Transportation
Seventeen communities throughout the state offer transportation for local seniors, and several include eligibility for residents with disabilities (e.g. Transwick in Warwick, or Transvan in Cranston). Most of these services use one van funded through local community funding sources and operate weekdays, on a reservation basis. Trips are provided to senior centers, meal sites, shopping, and other local errands. Some of these services provide trips outside the community if and when capacity is available. Most local senior vans offer fare-free service; others, such as Transwick and Transvan, charge a fare.

Non-Profit Agency-Based Transportation
Most non-profit human service agencies and medical providers arrange for their clients to use transportation resources provided through The RiDe Program or DHS’s Non-Emergency Medical Transportation (NEMT). However, a number of non-profit human service providers own their own vehicles and use paid drivers to provide transportation. Others use agency staff in their own personal vehicles to transport clients and then reimburse on a mileage basis.

Statewide Student Transportation
A coordinated statewide transportation system, including school transportation for children with special needs, was implemented in 2008. Student and child care transport is also provided by a number of non-profit agencies.

Volunteer Programs
Volunteer drivers, whether through formal or informal programs, often help transport non-drivers to medical appointments, shopping centers or to meet other basic needs. Examples of formalized programs include the Southern RI Volunteers program and East Bay TAP-IN offer formal programs.

OTHER TRANSPORTATION PROGRAMS AND SERVICES

Reduced Fare Programs and Fare Discounts
Seniors over the age of 65 and persons with disabilities are eligible to pay half-fare on RIPTA fixed route service during non-peak hours. Low-income seniors and individuals with disabilities are eligible to receive 5-year RIPTA passes allowing them to ride with no fare. As of January 1, 2013, qualifying individuals pay $25 for a pass that is valid for 5 years. This program is partially funded through the state’s “Intermodal Surface Transportation Account” generated from a dedicated 1-cent per gallon of the RI gas tax.

Several other programs provide Riptiks for their clients, such as the DHS Rite Care program, school departments, and other non-profit human service agencies.
**Travel Training Programs**
Rhode Island has public, private, and non-profit agencies which provide training to help individuals with disabilities or seniors become familiar with available transportation options.

RIPTA offers a “How to Ride RIPTA Workshop”, created for the state’s senior community. Officials from RIPTA and the American Association of Retired People (AARP) worked cooperatively to develop the program along with a “How to Ride Guide” to help improve the mobility of seniors and allow them to remain independent. The guide contains information on how to read a bus schedule, fares, senior discounts and more.

**Transportation Information Services**
Information on human services programs, including transportation options, is provided by Crossroads RI (“211”), by the Department of Human Services (AskRhody.com) and by the Division of Elderly Affairs’ annual pocket guide and The Point phone referral service.

The Department of Labor and Training’s NetWORKri system makes transportation information and support available in their employment centers. Commuter Resources RI offers support services to commuters, including information on a variety of transportation options.

**Emergency Services**
The RI Department of Health and the RI Emergency Management Agency (EMA) manage the Special Needs Registry which identifies residents with special needs by location. This registry is used by the EMA to help prepare transportation and evacuation response plans for emergency situations.

**ASSESSMENT OF NEEDS**
Elderly persons and individuals with disabilities have a higher percentage of transit dependency than the general population, typically because they have chosen to stop driving or are unable to drive.

This section presents demographic data to identify where these populations reside in Rhode Island, and compares this information to estimates of recent RIPTA estimates of overall transit demand. This provides an indication of where public transit may more effectively be used to serve elderly persons and individuals with disabilities, and where other strategies might be more appropriate. Additionally, this section summarizes a range of recent public comments and input related to human services transportation, helping to identify perceived needs and gaps in service.
DEMOGRAPHICS AND TRANSPORTATION DEMAND

Rhode Island’s Elderly Population
There are an estimated 151,188 persons aged 65 or older living in Rhode Island, or an estimated 14.4% of the state’s total population (U.S. Census 2010). The percentage of elderly residents has decreased slightly since 2000, when those aged 65 or above made up 15% of the total population.

Rhode Island now has the 14th highest percentage of residents aged 65 or older in the United States, falling from its ranking of 6th highest in 2000. This is likely a reflection of the recent economic downtown and overall loss in the state’s population over the same time period. However, this trend is not likely to continue, as the number of residents aged 55 to 64 grew by nearly 50% in the same period. According to RI Statewide Planning, the proportion of elderly residents in Rhode Island is projected to increase, with elderly residents anticipated to represent 20.5% of the state’s total population by 2030.

As shown in Figure 2, the state’s elderly population is fairly evenly dispersed across the state and closely mirrors overall population density patterns. Relatively high concentrations of elderly persons reside in the urban communities surrounding Providence, as well as in the northern suburbs, South County and the East Bay.

Rhode Island’s Population of Individuals with Disabilities
There are nearly 150,000 persons with disabilities living in Rhode Island, or an estimated 14% of the state’s total population (U.S. Census 2010). As shown in Figure 3, the population of individuals with disabilities generally tracks with Rhode Island’s overall population, with areas of greater population also generally having higher numbers of disabled individuals. Coincident with overall population, higher density clusters of individuals with a disability include Providence, Pawtucket, Woonsocket, Central Falls, East Providence, and North Providence.

More than 36% of the non-institutionalized population aged 65 or older in Rhode Island has some type of disability (U.S. Census 2010). This underscores the significance of this group’s dependence on public, private or non-profit transportation providers.

2 RI Aging Profile, prepared by RI Statewide Planning, May 2010.
CAN PUBLIC TRANSIT EFFECTIVELY SERVE THESE POPULATIONS?

RIPTA is conducting a Comprehensive Operational Analysis (COA) to determine how well existing public transit services meet Rhode Island’s travel needs and to identify opportunities to make existing services more effective. As part of this effort a Transit Market Review3 was prepared to provide an indication of the relative demand for transit throughout Rhode Island, and to identify where transit can be provided most effectively.

Based on existing population and employment densities, as well as other socio-economic characteristics of Rhode Island residents, areas with the highest potential transit market demand are shown in Figure 4.

Areas with the highest anticipated transit market demand correlate fairly well with RIPTA’s existing service area. The highest levels of public transit demand are in the more densely developed Providence metropolitan area, including Providence, Pawtucket, Central Falls and employment areas in Warwick and Cranston. Outside of the Providence area, there is very strong transit demand in Woonsocket and Newport.

The Market Review also identified several areas where improved transit services may be considered. These include areas of Warwick, Cranston and North Providence, as well as pockets of high-density populations in areas of Cumberland, Smithfield, Greenville, Barrington, Bristol, Narragansett, and Westerly. The southern half of the I-295 corridor may also present opportunities to expand service, ranging from Smithfield to West Warwick.

Subsequent phases of RIPTA’s COA study will examine how to improve transit services in these areas of high demand. These are the areas on which public transit can most effectively meet transportation and travel demands, for the overall population as well as for elderly persons and individuals with disabilities. In other areas, in might be more effective to use other strategies to meet the needs of these populations.

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Figure 2: Elderly Population Distribution and Density in Rhode Island

Figure 3: Individuals with Disabilities - Population Distribution in Rhode Island

Figure 4: Areas with High Travel Demand that Can Effectively be Served by Public Transit

Prepared by Nelson\Nygaard Consulting Associated for RIPTA Comprehensive Operational Analysis, 7/2012
CONSUMER INPUT ON TRANSPORTATION NEEDS

Consumer input was obtained from four primary sources:

- Governor’s Commission on Disabilities Public Forums: 2010-2012
- Stakeholder interviews conducted as part of RIPTA’s Comprehensive Operational Analysis (2012)
- EOHHS/RIPTA Human Service Transportation Focus Groups (2010)
- Community meeting for the Coordinated Plan

A review of notes from these sessions found that many of the outstanding transportation needs and other concerns expressed were raised by a variety of different stakeholders. The following summary identifies common themes and key issues raised in these sessions that pertain to the transportation needs of elderly persons and individuals with disabilities in Rhode Island.

Transportation is a vital need. Transportation options keep elderly persons and individuals with disabilities connected to the world, provide access to employment and educational opportunities, as well as medical appointments, and provide the ability to participate in social and recreational activities.

Public transit services should be expanded, not reduced. For individuals who are able, public transit is the most cost-effective transportation option. Expansion of public transit is needed and will, in turn, create expanded access to Complementary ADA Paratransit Service. Specific suggestions made by members of the public include:

- Relieve current overcrowding on current RIPTA routes and capacity issues at certain times of day on RIded
- Add more RIPTA service on evenings, nights and weekends
- Add RIPTA service in underserved areas (e.g. southern and northern RI)
- Introduce transit to new areas, if effective.
- Provide more local connector routes.

Public transit-human service transportation needs are growing. As the elderly and developmentally disabled populations increase, demand for human service transportation is increasing. Rhode Island needs to identify a long-term, predictable sustainable funding source for public transit and human services transportation.

There will be increasing focus to contain transportation costs. We must better utilize existing capacity, improve the efficiency of existing services, and encourage those who are able to use the most appropriate, cost-effective service that meets their needs. Redundant services should be eliminated and resources redirected to other needs.

Customer Service enhancements and mechanisms to ensure overall trip quality are needed. Insensitive drivers, vehicle breakdowns or trips that are too long can negatively impact an individual’s demeanor for an entire day. Fare purchase and payment can be cumbersome.
More driver training (or customer service incentive programs) and monitoring of vehicle condition should be done at RIPTA, RId and accessible taxi companies.

**There is a need for more transportation options; new models and programs should be considered.** Opportunities should be explored to fill transportation gaps, to take advantage of existing capacity and to increase efficiency. Specific suggestions include:

- Provide affordable on-demand options in all parts of the state, whether more accessible taxis, expanded Flex programs, or new programs that make use of extra capacity in RId vans for social and recreational trips.
- Use Public Motor Vehicles (PMVs) for pre-arranged trips paid through a negotiated voucher system.
- Provide the ability to take out of state trips for special events.
- Offer incentive programs to encourage small organizations or doctors offices to offer transportation.
- Support more formalized volunteer programs.
- Introduce vehicles that can accommodate more than 2 wheelchairs.
- Provide emergency late night service accommodating wheelchairs.
- Give grants to non-profit organizations to purchase wheelchair vans.
- Expand programs such as *SRI at Home* and *At Home in RI* under which elderly persons pay an annual fee and are provided with a limited number of arranged trips per month.
- Explore models such as Time Banks, an international web-based program that supports the barter system and provides umbrella liability. People could barter one hour of work for another item – such as a ride.
- Develop a program to provide clients with short-term bus passes, or special passes for specific uses (e.g. back and forth between specific facilities or offices).

**The cost of transportation is too high for many individuals.** Many cannot afford RId fares, taxi fares or to hire an ambulance. The increasing cost of transportation will work against the initiative to “age in place” and cause more people to move into senior facilities sooner.

**Barriers limiting access to transportation need to be removed.** These may include access to private residences, sidewalks with inconsistent or non-existent curb cuts, or wheelchair lifts that are malfunctioning. Also, all bus stops should be kept clear; snow and vegetation needs to be cleared.

**There is a need for more collaboration.** Different organizations should work together to address issues and develop solutions related to transportation (e.g. ways to increase the budget). Recent EOHHS/RIPTA human service transportation focus groups were viewed as helpful and productive.
There is a lack of knowledge about the services and resources in Rhode Island. More information is needed, and it would also be helpful to increase awareness of transportation success stories (e.g. the working condition of RIPTA wheelchair lifts has greatly improved), of the impact any proposed transportation cuts would have, and of the importance of RIPTA’s senior/disabled pass program.

**Agency Assessments & Other Considerations**

**The RI State Plan on Aging (FY07-FY11)**
The Division of Elderly Affairs has put forth a State Plan on Aging that includes a specific goal to enable elders to remain in their homes with a high quality of life for as long as possible with the support of home and community-based services, including transportation. A stated objective is to develop and implement flexible transportation for elders living in the community, yet recognizes that this is a particular challenge for those in rural areas.

**DHS Non-Emergency Medical Transportation (NEMT)**
Due to changes in federal regulations and pressure from the federal Medicaid regulatory agency, the RI Executive Office of Health and Human Services (EOHHS) is restructuring its NEMT service delivery model. RIPTA is anticipating this restructuring to have a significant impact on overall RIde program participation within the next year. This may necessitate a change in how RIPTA schedules and delivers its ADA paratransit trips.

**Summary of Needs Assessment**

In Rhode Island, the elderly and individuals with disabilities are located throughout the state, at density levels that closely mirror the overall populations. Areas with the largest numbers of elderly persons or residents with disabilities already receive high levels of public transit service today, and public transit has been largely recognized as the most effective transportation option for those who are able to access it. Public comment has also indicated that public transportation services should be expanded, not cut.

RIPTA is conducting a Comprehensive Operational Analysis (COA) to determine which areas, if any, may warrant new or additional transit services. However, many elderly and individuals with disabilities live in areas of lower population density where the provision of general public transit services may not be practical. In these areas, new models or services may be more effective at meeting transportation needs.

A wide variety of public, private and non-profit transportation options are available to supplement public transit services. These include the statewide RIde program, offering on-demand paratransit services. Yet public comments indicate that many of these services are in need of enhancement to facilitate access and ease of use, and more options are needed as the overall demand for and complexity of human services transportation increases.
RECOMMENDED STRATEGIES & PRIORITIES FOR IMPLEMENTATION

Locally coordinated public transit-human services transportation plans must put forth strategies, and potential activities or projects that could address identified gaps between current services and needs. The intent is to introduce efficiencies that may enhance transportation services and fill service gaps, and to provide more rides with the same dollars by minimizing service duplication.

Recommended strategies have been developed based largely on the assessment of needs and public input from a variety of stakeholders over the last few years. These strategies include general principles that are considered important, as well as potential actions or projects that could help implement these strategies.

The scope of this Coordinated Plan does not encompass the identification of specific funding sources for the suggested strategies and priorities below. Stakeholders with responsibility for federal human services transportation programs (and associated state and local funding) will strive to consider these recommended priorities as they develop new transportation initiatives.

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<th>1. Maintain Existing Levels of Public Transportation Services</th>
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<td>Maintain successful, non-duplicative existing public transportation services. Populations of elderly persons and individuals with disabilities are distributed much the same as the population at-large, and many can be well served by effective public transportation options. These services provide access to employment and educational opportunities, and provide independence and mobility.</td>
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Priorities for Implementation:
- Preserve existing funding to maintain services at today’s level
- Identify longer-term sustainable funding sources to allow for transportation growth
## 2. Eliminate Redundancies and Use Resources More Efficiently

Better utilize existing capacity, improve the efficiency of existing services, and encourage individuals to use the most appropriate, cost-effective service that meets their needs. Demand for human services transportation is growing and there will be continued focus on containing costs. Redundant services should be eliminated and resources redirected to more effective services.

**Priorities for Implementation:**
- Implement the recommendations of RIPTA's Comprehensive Operational Analysis, anticipated to be identified in early 2013, as a means of allocating existing public transit resources to where services are needed the most.
- Encourage participation in and financial support for both existing and new coordinated efforts serving multiple populations.
- Replace redundant or ineffective services with new or enhanced programs.
- Coordinate public transit services better, such as a hybrid of Flex and paratransit service to improve service to people with disabilities, seniors, and low-income individuals.
- Support new initiatives to eliminate redundancies and improve efficiencies.

## 3. Provide More Transportation Options to Meet a Variety of Needs

Public transportation should be expanded, as the most cost-effective means of enhancing mobility across the state. However, not all individuals are able to use public transportation, and some require a higher level of care or have non-eligible trip purposes that cannot be met through the RIde program. Specific suggestions made by members of the public include:

- Expand public transit services by increasing frequencies on effective routes, and adding more service on nights and weekends. Introduce new routes in unserved areas, where appropriate.
- Provide affordable on-demand options in all parts of the state, whether through more accessible taxis, use of Public Motor Vehicles, expanded Flex programs, or new programs that make use of extra capacity in RIde vans for social and recreational trips.
- Provide special services at premium fares, such as out-of-state travel, emergency late night service, and group trips on vehicles that accommodate more than two wheelchairs.
- Offer incentive programs to encourage small organizations or medical offices to offer transportation. Give grants to non-profit organizations to purchase wheelchair vans, and support more formalized volunteer programs.
- Expand programs such as *SRI at Home* and *At Home in RI* under which elderly persons pay an annual fee and are provided with a limited number of arranged trips per month, or barter programs such as *Time Banks*.
- Provide short-term bus passes, or special vouchers for specific uses.

**Priorities for Implementation:**
- Add new RIPTA services to meet unmet demand as funding becomes available.
- Introduce more accessible taxis to Rhode Island.
- Conduct pilot programs to test new transportation models, particularly in outlying, lower density areas where fixed route transit is not as effective.
4. Improve Accessibility, Ease of Use, and Customer Service

The ease, comfort and quality of travel can affect a customer’s demeanor and improve their overall quality of life. The following potential strategies were identified to enhance these factors:

- Ensure sidewalks and bus stops are fully accessible.
- Address snow removal at bus stops.
- Introduce new customer friendly fare products and fare payment systems.
- Subsidize or offer reduced cost Riptiks, transportation vouchers or other fare media.
- Simplify and enhance the process for trip requests, confirmations and cancellations.
- Address program limitations and capacity issues which limit travel at certain times of day.
- Improve the quality of transportation by eliminating long trips, late trips, and missed trips.
- Provide clear and consistent information on transportation resources, in a variety of formats.
- Enhance driver sensitivity and better monitor driver behavior.

Priorities for Implementation:

- Remove barriers that limit access to transportation.
- Enhance customer service and ease of use (fare payment, boarding, scheduling) on all modes.
- Provide information on transportation resources.
- Facilitate the delivery and support of travel training programs.
- Develop and deliver driver training programs, including sensitivity training.

5. Increase Collaboration to Address Evolving and Increasing Transportation Demands

Individual human service providers expressed satisfaction with the focus groups hosted by the Department of Human Services and RIPTA in 2010. Many issues were resolved and greater mutual understanding achieved as a result of these sessions. Such collaboration should be expanded to take place on a more formal or regular basis, and representatives from all aspects from the public transit-human services transportation arena should work together to raise awareness of needs and program successes, and to better advocate for resources on the federal, state and local levels.

Priorities for Implementation:

- Hold more frequent focus group meetings with specific sectors of human services and transportation providers to address issues and implement solutions.
- Raise public awareness about the importance of human services transportation and public transit, showcase best practices, and advocate for greater funding for all transportation services.
APPENDIX A: INVENTORY OF PUBLIC TRANSIT-HUMAN SERVICE TRANSPORTATION PROVIDERS IN RI (2010)
### A Coordinated Plan for Public Transit-Human Services Transportation in RI

<table>
<thead>
<tr>
<th>Organization Type / Name</th>
<th>Service Area</th>
<th>Role in Transportation</th>
<th>Type of Transportation Provided / Used</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Public Transportation - Rhode Island</strong></td>
<td></td>
<td></td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>RIPTA Fixed Route &amp; Flex Services</td>
<td>Statewide</td>
<td>Provide Transportation</td>
<td>54 Fixed Bus Routes and Flex Service in seven zones</td>
</tr>
<tr>
<td>RIPTA Bus Pass Program for Seniors &amp; Individuals with Disabilities</td>
<td>Statewide</td>
<td>Purchased Transportation</td>
<td>Free or discounted fare passes provided by RIPTA for seniors and individuals with disabilities.</td>
</tr>
<tr>
<td>Complementary ADA Transportation Service</td>
<td>Statewide</td>
<td>Purchased Transportation</td>
<td>Paratransit purchased by RIPTA through The RIde Program.</td>
</tr>
<tr>
<td>The RIde Program (includes ADA service above)</td>
<td>Statewide</td>
<td>Purchase Transportation</td>
<td>Accessible, demand response program, meeting needs of four primary state human services programs.</td>
</tr>
<tr>
<td><strong>Public Transportation - Regional</strong></td>
<td></td>
<td></td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Amtrak</td>
<td>Serving Providence, Kingston, Westerly</td>
<td>Provide Transportation</td>
<td>Intercity rail service along the Northeast Corridor</td>
</tr>
<tr>
<td>Commercial Aviation</td>
<td>National connections</td>
<td>Provide Transportation</td>
<td>Commercial air transport from Warwick, Westerly and Block Island.</td>
</tr>
<tr>
<td>MBTA Commuter Rail</td>
<td>Providence Warwick Wickford</td>
<td>Provides commuter rail service between Providence &amp; Boston</td>
<td>Commuter rail service to Boston through a formal agreement with the RI Department of Transportation.</td>
</tr>
<tr>
<td>Passenger Ferries NOT ALL PUBLIC</td>
<td>Block Island, Point Judith, Newport, Jamestown, Quonset</td>
<td>Provide Transportation</td>
<td>Passenger ferry service to and from Block Island; to Martha's Vineyard and around Newport Harbor.</td>
</tr>
<tr>
<td>Peter Pan/Greyhound</td>
<td>Providence, Middletown, Portsmouth, Newport and T.F. Green Airport.</td>
<td>Provide Transportation</td>
<td>Intercity bus transportation to Boston, Cape Cod, New York and other locations.</td>
</tr>
<tr>
<td><strong>Adult Day Centers</strong></td>
<td></td>
<td></td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Adult Day Centers serving seniors and other individuals in a day program setting</td>
<td>About 17 centers around RI</td>
<td>Most centers arrange transportation through the RIde Program or other providers. Several provide transportation using their own vehicles and staff.</td>
<td>Transportation can be door to door or door through door.</td>
</tr>
<tr>
<td><strong>Assisted Living</strong></td>
<td></td>
<td></td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Assisted Living Centers</td>
<td>About 10 centers in RI</td>
<td>Some centers arrange transportation through the RIde Program or other providers. Others provide transportation using their own vehicles and staff.</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Charlesgate Associates</td>
<td>Multiple States</td>
<td>Provide and Arrange Transportation</td>
<td>Van operated by agency staff (not paid drivers) for grocery stores, banks, events, and emergency back-up for doctor appointments.</td>
</tr>
<tr>
<td>Organization Type / Name</td>
<td>Service Area</td>
<td>Role in Transportation</td>
<td>Type of Transportation Provided / Used</td>
</tr>
<tr>
<td>--------------------------</td>
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<td>---------------------------------------</td>
</tr>
<tr>
<td>Franklin Court Assisted Living</td>
<td>Brostol, Warren, and Barrington.</td>
<td>Provide and Arrange Transportation</td>
<td>Door-to-door, demand response transportation is provided with designated agency owned vehicles and designated driving staff (paid full-time driver). Transportation to medical appointments and shopping is provided by the agency.</td>
</tr>
</tbody>
</table>

**Community Action Programs**

<table>
<thead>
<tr>
<th>Organization Type / Name</th>
<th>Service Area</th>
<th>Role in Transportation</th>
<th>Type of Transportation Provided / Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comprehensive Community Action (CCAP)</td>
<td>Cranston area</td>
<td>Provide, Purchase, and Arrange Transportation</td>
<td>Agency staff use agency vans to serve youth training; and teen residential program. Agency also purchases Riptiks.</td>
</tr>
<tr>
<td>Family Resources Community Action</td>
<td>Primarily Woonsocket and Northern Rhode Island (some programs are statewide)</td>
<td>Purchase, and Arrange Transportation</td>
<td>Agency has 5 vehicles driven by staff, and uses Valley Transportation to provide Way to Work evening shuttle.</td>
</tr>
<tr>
<td>Providence Community Action (ProCap)</td>
<td>Providence area</td>
<td>Provide and Arrange Transportation</td>
<td>Operate a formal agency, demand response program with vehicles and staff designated specifically for transportation. Riptiks also provided.</td>
</tr>
<tr>
<td>South County Community Action</td>
<td>South County</td>
<td>Purchase and Arrange Transportation</td>
<td>Purchase trips with taxis</td>
</tr>
<tr>
<td>Tri-Town Community Action</td>
<td>Anywhere in Rhode Island</td>
<td>Purchase and Arrange Transportation</td>
<td>Yellow school bus for summer youth programs. Purchase RIPTA fare products and transportation from private companies (including taxi).</td>
</tr>
<tr>
<td>Westbay Community Action, Inc.</td>
<td>Kent County</td>
<td>Provide, Purchase, and Arrange Transportation</td>
<td>Organize and manage a formal volunteer driver program. Transportation service is curb-to-curb.</td>
</tr>
</tbody>
</table>

**Services for Persons with Developmental Disabilities**

<table>
<thead>
<tr>
<th>Organization Type / Name</th>
<th>Service Area</th>
<th>Role in Transportation</th>
<th>Type of Transportation Provided / Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blackstone Valley</td>
<td>Statewide</td>
<td>Provide and Arrange Transportation</td>
<td>Agency staff use agency owned fleet vehicles to provide client transportation</td>
</tr>
<tr>
<td>Cove</td>
<td>Information not reported</td>
<td>Information not reported</td>
<td>Information not reported</td>
</tr>
<tr>
<td>Cranston ARC</td>
<td>Cranston</td>
<td>Provide and Arrange Transportation</td>
<td>Agency staff use agency owned fleet vehicles to provide client transportation</td>
</tr>
<tr>
<td>J. Arthur Trudeau Memorial Center</td>
<td>Within North Kingstown</td>
<td>Provide and Arrange Transportation</td>
<td>Operate a formal agency, demand response, transportation program with vehicles and staff designated specifically for transportation.</td>
</tr>
<tr>
<td>James L Maher Center</td>
<td>Newport and Bristol Counties</td>
<td>Provide and Purchase Transportation</td>
<td>Provides transportation between client homes and day workshops and employment sites. Also purchases Ride transportation.</td>
</tr>
<tr>
<td>John E. Fogarty Center(a)</td>
<td>Multiple States</td>
<td>Provide, Purchase, and Arrange Transportation</td>
<td>Fixed route or demand response transportation is provided for agency clients. The program operates vehicles with paid drivers, uses agency staff in personal or agency-owned vehicles, and purchases trips from Valley Transportation. Service is door-through-door.</td>
</tr>
<tr>
<td>Organization Type / Name</td>
<td>Service Area</td>
<td>Role in Transportation</td>
<td>Type of Transportation Provided / Used</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>---------------------------------------</td>
<td>-------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>JRI</td>
<td>Not reported</td>
<td>Provide Transportation</td>
<td>Agency staff (not paid drivers) operate agency vehicles to provide client transportation.</td>
</tr>
<tr>
<td>Opportunities Unlimited</td>
<td>Kent and Providence Counties</td>
<td>Provide and Arrange Transportation</td>
<td>Information not provided.</td>
</tr>
<tr>
<td>Government Providers</td>
<td></td>
<td></td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Eleanor Slater Hospital (Zambarano and Cranston Campuses)</td>
<td>Anywhere in Rhode Island</td>
<td>Provide and Arrange Transportation</td>
<td>Agency staff drive residents in state-owned vehicles (wheelchair-accessible vans); staff arrange trips with private ambulance companies; staff arrange trips with taxi companies</td>
</tr>
<tr>
<td>Rhode Island Community Living and Supports (RICLAS)</td>
<td>Anywhere in Rhode Island</td>
<td>Provide Transportation</td>
<td>Agency staff drive residents in state-owned vehicles (wheelchair-accessible vans)</td>
</tr>
<tr>
<td>Rhode Island Training School</td>
<td>Anywhere in Rhode Island</td>
<td>Provide Transportation</td>
<td>Agency staff drive residents in state-owned vehicles</td>
</tr>
<tr>
<td>Transvan</td>
<td>Cranston</td>
<td>Provide Transportation</td>
<td>Door-through-door, demand response transportation is provided with vehicles and staff designated specifically for transportation.</td>
</tr>
<tr>
<td>Transwick/City of Warwick</td>
<td>Warwick</td>
<td>Provide Transportation</td>
<td>Demand response (door-to-door) transportation is provided with a formal agency program with vehicles and staff designated specifically for transportation.</td>
</tr>
<tr>
<td>Independent Living Centers</td>
<td></td>
<td></td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>PARI Inc</td>
<td>Anywhere in Rhode Island</td>
<td>Arrange Transportation</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Mental Health</td>
<td></td>
<td></td>
<td>-------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Council of Community Mental Health Organizations</td>
<td>Statewide</td>
<td>Provide and Arrange Transportation</td>
<td>Agency staff (not paid drivers) use personal vehicles or agency owned fleet vehicles to provide demand response transportation</td>
</tr>
<tr>
<td>East Bay Center</td>
<td>Statewide</td>
<td>Provide and Arrange Transportation</td>
<td>Agency staff (not paid drivers) use personal vehicles or agency owned fleet vehicles to provide demand response transportation</td>
</tr>
<tr>
<td>Fellowship Health Resources</td>
<td>Statewide</td>
<td>Provide and Arrange Transportation</td>
<td>Same as above</td>
</tr>
<tr>
<td>Gateway HealthCare, Inc. Johnston</td>
<td>Statewide</td>
<td>Provide and Arrange Transportation</td>
<td>Same as above</td>
</tr>
<tr>
<td>Gateway HealthCare, Inc. Pawtucket</td>
<td>Pawtucket and Central Falls</td>
<td>Provide, Purchase, and Arrange Transportation</td>
<td>Same as above</td>
</tr>
<tr>
<td>The Kent Center</td>
<td>Statewide</td>
<td>Provide and Arrange Transportation</td>
<td>Same as above</td>
</tr>
<tr>
<td>Newport County CMHC</td>
<td>Newport County</td>
<td>Provide and Arrange Transportation</td>
<td>Same as above</td>
</tr>
</tbody>
</table>
### A Coordinated Plan for Public Transit-Human Services Transportation in RI

<table>
<thead>
<tr>
<th>Organization Type / Name</th>
<th>Service Area</th>
<th>Role in Transportation</th>
<th>Type of Transportation Provided / Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>NRI Community Services</td>
<td>Statewide</td>
<td>Arrange Transportation</td>
<td>Not applicable</td>
</tr>
<tr>
<td>The Providence Center</td>
<td>Statewide</td>
<td>Provide and Arrange Transportation</td>
<td>Same as above</td>
</tr>
<tr>
<td>Riverwood Mental Health Services</td>
<td>Statewide</td>
<td>Provide and Arrange Transportation</td>
<td>Same as above</td>
</tr>
<tr>
<td>South Shore Mental Health</td>
<td>Rhode Island and Massachusetts</td>
<td>Provide and Arrange Transportation</td>
<td>Same as above</td>
</tr>
<tr>
<td>Methadone Clinics</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ARI</td>
<td>Statewide</td>
<td>Arrange Transportation</td>
<td>Not applicable</td>
</tr>
<tr>
<td>CODAC</td>
<td>Statewide</td>
<td>Arrange Transportation</td>
<td>Not applicable</td>
</tr>
<tr>
<td>CTR</td>
<td>Statewide</td>
<td>Arrange Transportation</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Discovery House RI and West Warwick</td>
<td>Statewide</td>
<td>Arrange Transportation</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Discovery House Woonsocket</td>
<td>Anywhere in Rhode Island and Massachusetts</td>
<td>Arrange and Purchase Transportation</td>
<td>Purchase taxi trips in emergencies</td>
</tr>
<tr>
<td>Providence Metro Treatment Center</td>
<td>Statewide</td>
<td>Arrange Transportation</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Nursing Homes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mt St. Rita Health Center</td>
<td>Statewide</td>
<td>Provide and Arrange Transportation</td>
<td>Agency staff (not paid drivers) use personal vehicles to provide transportation.</td>
</tr>
<tr>
<td>Rhode Island Health Care Association (representing the association of nursing homes)</td>
<td>Statewide</td>
<td>Arrange Transportation</td>
<td>Demand response or on-demand transportation is provided for agency clients with vehicles dedicated for transportation. Service is door-through-door.</td>
</tr>
<tr>
<td>Saint Elizabeth Manor</td>
<td>East Bay</td>
<td>Provide, Purchase, and Arrange Transportation</td>
<td>Demand response and on-demand transportation is provided for agency clients attending program activities. A formal agency program with vehicles and staff designated for transportation is used to provide door-through-door service.</td>
</tr>
<tr>
<td>Tockwotton Home</td>
<td>Providence area</td>
<td>Purchase and Arrange Transportation</td>
<td>Fixed route or demand response transportation is provided for agency clients with staff and vehicles designated specifically for transportation. Transportation service is door-through-door.</td>
</tr>
<tr>
<td>Senior Centers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Beechwood Senior Center</td>
<td>North Kingstown</td>
<td>Provide and Arrange Transportation</td>
<td>Door-to-door, demand response transportation is provided using a formal agency program with vehicles and staff designated specifically for transportation.</td>
</tr>
<tr>
<td>Organization Type / Name</td>
<td>Service Area</td>
<td>Role in Transportation</td>
<td>Type of Transportation Provided / Used</td>
</tr>
<tr>
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<td>---------------------------------------</td>
</tr>
<tr>
<td>City of Cranston Senior Services (see also Transvan)</td>
<td>Anywhere in Rhode Island and Massachusetts</td>
<td>Arrange and Provide Transportation</td>
<td>Door-through-door, demand response transportation is provided with vehicles owned by the City of Cranston (see summary for Transvan).</td>
</tr>
<tr>
<td>Pawtucket Senior Center</td>
<td>Pawtucket</td>
<td>Provide Transportation</td>
<td>Transportation to senior center and other services using van and paid drivers.</td>
</tr>
<tr>
<td>St. Martin de Porres Senior Center</td>
<td>Providence</td>
<td>Provide Transportation</td>
<td>Demand response transportation using agency van and hired driver (and sometimes volunteer drivers).</td>
</tr>
<tr>
<td>Smithfield Senior Center</td>
<td>Smithfield</td>
<td>Provide Transportation</td>
<td>Demand response transportation provided by agency staff (not paid as drivers) use agency owned fleet vehicles. Service is door-to-door and drivers are permitted to assist passengers with packages.</td>
</tr>
<tr>
<td>South Kingstown Senior Center</td>
<td>Statewide</td>
<td>Arrange Transportation</td>
<td>Not applicable</td>
</tr>
<tr>
<td>Senior Services Inc.</td>
<td>Woonsocket, N. Smithfield, Cumberland, Lincoln, Barriville, Glocester, Smithfield</td>
<td>Arrange Transportation</td>
<td>Not applicable (Agency only provides transportation for the adult day care program).</td>
</tr>
<tr>
<td>The Westerly Senior Citizens Center/Town of Westerly</td>
<td>Anywhere in Rhode Island and Connecticut</td>
<td>Provide and Arrange Transportation</td>
<td>Demand response, fixed route, and on-demand transportation is provided. Service is door-to-door.</td>
</tr>
</tbody>
</table>

**Other Transportation Providers**

<table>
<thead>
<tr>
<th>Organization Type / Name</th>
<th>Service Area</th>
<th>Role in Transportation</th>
<th>Type of Transportation Provided / Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crossroads RI</td>
<td>Providence and other destinations</td>
<td>Provide and Purchase Transportation</td>
<td>Crossroads operates one Outreach Van and purchases RIPTA fare products for clients.</td>
</tr>
<tr>
<td>Disabled American Veterans</td>
<td>Statewide, plus MA and CT</td>
<td>Provide Transportation</td>
<td>Free, accessible, door-to-door transportation bringing veterans living in RI and southeast MA to VA medical centers. Volunteer drivers.</td>
</tr>
<tr>
<td>Foster Parents Association (RIFPA)</td>
<td>Kent &amp; Providence Counties</td>
<td>Provide Transportation</td>
<td>Agency staff (not paid drivers) use personal vehicles</td>
</tr>
<tr>
<td>Operation Stand Down</td>
<td>Statewide</td>
<td>Provide, Purchase and Arrange Transportation</td>
<td>Agency staff drive agency van</td>
</tr>
<tr>
<td>Providence After School Alliance (PASA)</td>
<td>Providence</td>
<td>Purchase and Arrange Transportation</td>
<td>Purchase transportation for moving middle school students between afterschool programs; Arrange trips home through yellow bus transportation.</td>
</tr>
<tr>
<td>Providence Diocese</td>
<td>Statewide</td>
<td>Purchase Transportation</td>
<td>Riptiks purchased to help families and individuals access services</td>
</tr>
<tr>
<td>South County Hospital - Wave Van</td>
<td>10-15 mile radius of the hospital</td>
<td>Provide Transportation</td>
<td>Demand response transportation is provided with a formal program with vehicles and staff designated specifically for transportation. Service is curb-to-curb.</td>
</tr>
<tr>
<td>Southern Rhode Island Volunteers</td>
<td>Washington County and Jamestown</td>
<td>Provide, Purchase, and Arrange Transportation</td>
<td>Volunteer Drivers</td>
</tr>
<tr>
<td>Organization Type / Name</td>
<td>Service Area</td>
<td>Role in Transportation</td>
<td>Type of Transportation Provided / Used</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------</td>
<td>------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>URI Ram Van</td>
<td>URI Kingston Campus</td>
<td>Provide Transportation</td>
<td>Reservation based, door-to-door service for students with permanent or temporary disability.</td>
</tr>
<tr>
<td>Veteran's Home</td>
<td>Bristol/ Providence</td>
<td>Provide and Purchase Transportation</td>
<td>Van and bus service RIPTA bus passes</td>
</tr>
<tr>
<td>Private Transportation Providers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Motor Vehicles</td>
<td>Statewide</td>
<td>Provide Transportation</td>
<td>Pre-arranged services (3 hours ahead) at pre-negotiated rates.</td>
</tr>
<tr>
<td>Private Wheelchair Vans</td>
<td>Statewide</td>
<td>Provide Transportation</td>
<td>Demand response wheelchair van service</td>
</tr>
<tr>
<td>Taxicabs (55-60 individual companies)</td>
<td>Statewide, with the exception of Richmond, Exeter, Little Compton &amp; Tiverton</td>
<td>Provide Transportation</td>
<td>On-demand cab service</td>
</tr>
</tbody>
</table>
APPENDIX B: AGENCIES PARTICIPATING IN FOCUS GROUPS OR INTERVIEWS WITH RIPTA & DHS

Adult Day Centers
Adult Day Center of Westerly
Generations Adult Day
Hope Alzheimer's Center
Cornerstone Adult Services
Dora C. Howard Center, Ltd.
New Horizons Adult Day Care
Senior Services Alternative Adult Care
Assisted Living & Nursing Homes
Franklin Court Assisted Living
Blackstone Valley Assisted Living
Tockwotton Home
Charlesgate Associates
Mt St. Rita Health Center
Saint Elizabeth Manor
Rhode Island Health Care Association
RIAFSA
Senior Centers & Elderly Services
Beechwood Senior Center
Cranston Department of Senior Services
CareLink
Senior Services Inc.
Smithfield Senior Center
South Kingstown Senior Center
The Westerly Senior Citizens Center
Ambulance Companies
Advanced Medical Transport Services, LLC
Coastline Ambulance
Med Care Ambulance
Med Tech Ambulance
New England Ambulance
Universal Ambulance Service, Inc.
Centers for the Developmentally Disabled
ARC of Blackstone Valley
JRI
Cranston ARC
John E. Fogarty Center
J. Arthur Trudeau Memorial Center
The Homestead Group/Seven Hills Foundation
James Maher Center
Dialysis Centers
Dialysis Center of East Providence
Dialysis Center of Johnston
Fresenius Medical Care
RIH Outpatient Dialysis Center
Community Action Programs
Family Resources Community Action
Westbay Community Action, Inc.
Tri-Town Community Action Agency

Mental & Behavioral Health / Substance Abuse
Gateway HealthCare Pawtucket
Gateway HealthCare, Inc. Johnston
Council of Community Mental Health Organizations
ARI
CODAC
Discovery House RI
Discovery House West Warwick
Discovery House Woonsocket
East Bay Center
Fellowship Health Resources
Newport County CMHC
Northeast Behavioral
The Kent Center
The Providence Center
South Shore Mental Health Center
Riverwood Mental Health Services
NRI Community Services
Providence Metro Treatment Center
Youth & Child Services
Casey Family Foundation
Providence After School Alliance
Rhode Island Foster Parents Association (RIFPA)
Homeless & Family Services
Crossroads Rhode Island
State & Local Government Entities
DHS
BHDD
DCYF
Eleanor Slater Hospital
RICLAS
RI Public Utilities Commission
Transportation Providers
RIPTA
The Ride Program
Transvan/City of Cranston
Transwick/City of Warwick
University of Rhode Island/Ram Van
Maher Center
Valley Transportation
South County Hospital - Wave Van
Southern Rhode Island Volunteers
Veterans Services
Disabled American Veterans
Veteran's Home of Bristol
Operation Stand Down
Employment/Vocational Rehab
Opportunities Unlimited
PARI, Inc.
APPENDIX C – SOURCES


Rhode Island Aging Profile, May 2010, RI Statewide Planning Program.

RI State Plan on Aging, RI Division of Elderly Affairs, October 1, 2007 to September 30, 2011

APPENDIX D: COMMENTS FROM COMMUNITY MEETING ON THE COORDINATED PLAN

Coordinated Plan for Public Transit and Human Services Transportation in Rhode Island
Public Meeting

RIPTA Transportation Conference Room
269 Melrose Street, Providence, Rhode Island 02907
Tuesday, December 11, 2012
2:00 PM – 4:00 PM

Attendees: Susan Bell, EOHHS; Eugenia Marks, Audubon Society; Don Rhodes, RIPTA Riders; Natalia Montoya, Goodwill Industries of RI; Nicole Miale, Goodwill Industries of RI; and Molly Clark, American Lung Association.

RIPTA Staff in attendance: Mark Therrien, Anne LeClerc, and Cristy Raposo

MEETING OVERVIEW

Meeting attendees requested that “snow removal at bus stops and shelters” is included under Section 4: Improve Accessibility, Ease of Use, and Customer Service of the Plan. Mr. Rhodes stated that snow at stops is a barrier that limits access to transportation. Ms. Marks suggest that going forward snow removal is included in TransART shelter contracts.

RIPTA Staff explained the difference between The RIde Program and Flex to attendees.

Mark Therrien explained that in the near future RIPTA’s RIde Program will no longer be providing DHS trips. RIPTA does make distinctions among the needs of passengers; using transportation is a civil right, not a human service. However, RIPTA will work with the broker of these DHS trips to make sure that transit service is provided as needed.