



RHODE ISLAND PUBLIC TRANSIT AUTHORITY



# DOWNTOWN TRANSIT CONNECTOR FARE AND SERVICE EQUITY ANALYSIS

REQUIRED FOR NEW STARTS AND OTHER FIXED GUIDEWAY SYSTEMS

DECEMBER 2019

Prepared for the RIPTA Board of Directors  
by the Planning Department

In compliance with Title VI of the Civil Rights Act of 1964 and the Federal Transit Administration Circular 4702.1B, Chapters IV and VI, October 12, 2012, and the Environmental Justice Policy for FTA recipients Circular 4703.1

## Title VI Regulatory Background

This analysis was facilitated by the Rhode Island Public Transit Authority (RIPTA) and is in compliance with Federal Transit Administration (FTA) Circular 4702.1B – “Title VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS” which prohibits federally-funded programs and services from discriminating on the basis of race, color, or national origin.

FTA Circular 4702.1B also requires all FTA recipients to perform a fare and service equity analysis for New Starts, Small Starts and Other New Fixed Guideway Systems, stating:

*Service and Fare Equity Analysis for New Starts and Other New Fixed Guideway Systems: Transit providers that have implemented or will implement a New Start, Small Start, or other new fixed guideway capital project shall conduct a service and fare equity analysis. The service and fare equity analysis will be conducted six months prior to the beginning of revenue operations, whether or not the proposed changes to existing service rise to the level of “major service change” as defined by the transit provider.*

The purpose of this analysis is to compare planned RIPTA Downtown Transit Connector (DTC) fares to those of the RIPTA fixed route system, address any changes being made to RIPTA routes resulting from the planned DTC service, and to compare the hours of service between current hours and post-implementation hours.

Additional FTA requirements specify that ALL fare changes (i.e. increase or decrease) be evaluated for impacts. As part of this equity analysis, RIPTA is required to address fares.

Per FTA Circular 4702.1B, TITLE VI REQUIREMENTS AND GUIDELINES FOR FEDERAL TRANSIT ADMINISTRATION RECIPIENTS – CHAPTER IV, 7, the requirements for the Service and Fare Equity Analysis are:

*“To ensure compliance with 49 CFR Section 21.5(b)(2), 49 CFR Section 21.5 (b)(7), and Appendix C to 49 CFR Part 21, all providers of public transportation to which this Section applies shall develop written policies consistent with the Section to evaluate, prior to implementation, any and all service changes that exceed the transit provider’s major service change threshold, as well as all fare changes, to determine whether those changes will have a discriminatory impact based on race, color, or national origin. The written procedures and results of service and/or fare equity analyses shall be included in the transit provider’s Title VI Program.*

*Our purpose of conducting fare and service equity analysis prior to implementing service and/or fare changes is to determine whether the planned changes will have a disparate impact on the basis of race, color or national origin”*

*“Low-income populations are not a protected class under Title VI. However, recognizing the inherent overlap of environmental justice principles in this area, and because it is important to evaluate the impacts of service and fare changes on passengers who are transit-dependent, FTA requires transit providers to evaluate proposed service and fare changes to determine whether low-income populations will bear a disproportionate burden of the changes.”*

*“Upon completion of a service or fare equity analysis, the transit provider shall brief its board of directors, top executive, or appropriate governing entity or official(s) responsible for policy decisions regarding the service and/or fare change(s) and the equity impacts of the service and/or fare change(s). The transit provider shall submit documentation*



*such as a board resolution, copy of meeting minutes, or similar documentation with the Title VI program as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis."*

RIPTA adopted its Title VI Program on March 19, 2018 (APPENDIX A). RIPTA utilized the requirements within FTA Circular 4702.1B and the referenced policies as guides in compiling necessary data, synthesizing such data, and facilitating a fare and service equity analysis based on the comparison of existing fares, proposed fares, minority and non-minority populations, low income and non-low income populations, and comparisons with RIPTA service hours and proposed route changes. For the purposes of demographic data, RIPTA is utilizing responses from its most recent passenger survey, completed in 2016, in accordance with RIPTA's approved Title VI Plan.

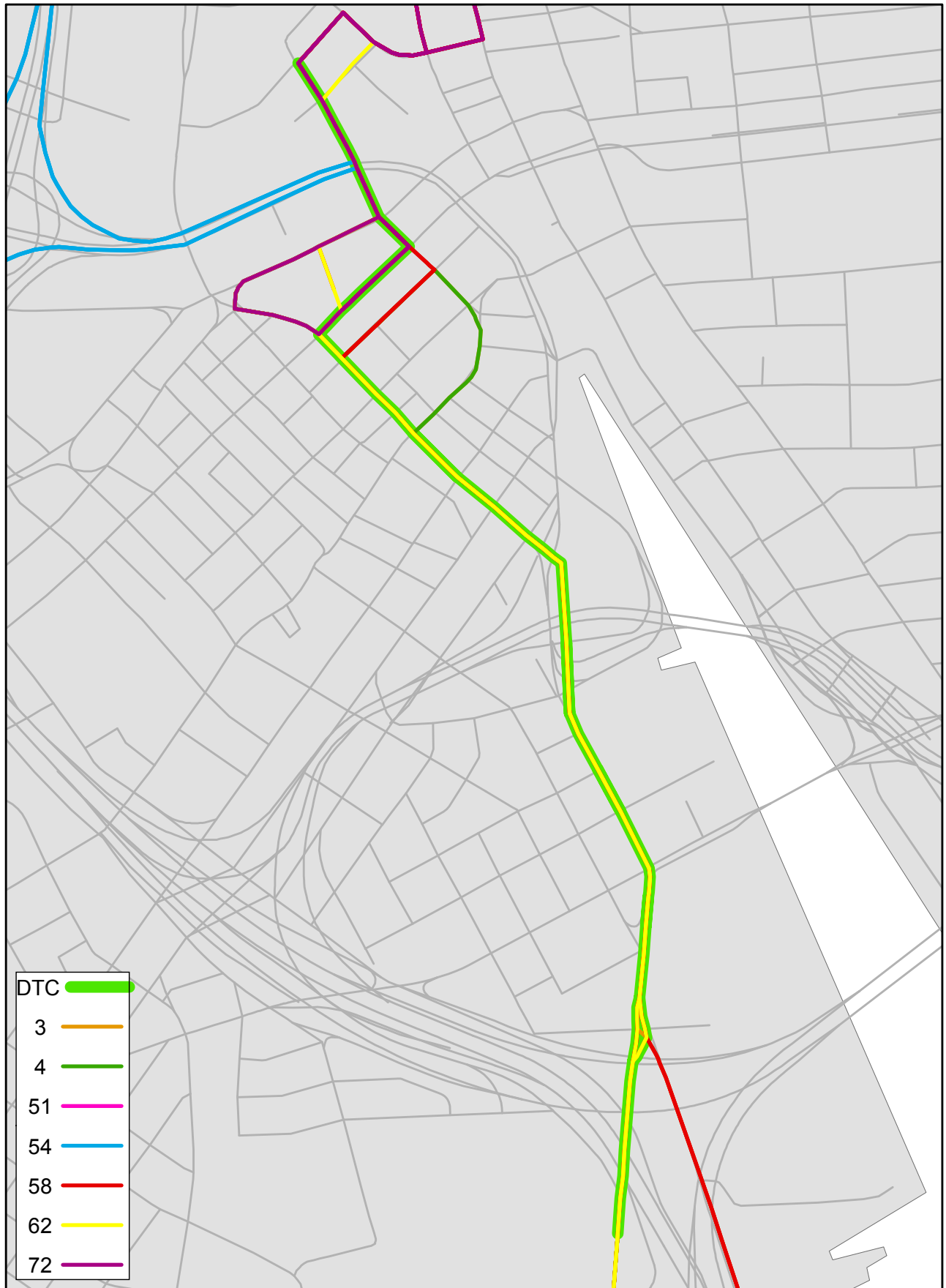
### Current Consideration

Under consideration for this report is whether RIPTA's implementation of the Downtown Transit Connector presents a disparate impact or a disproportionate burden on minority and low-income populations. Changes to RIPTA service that could create impacts include changes in routing, frequency, span, and fares. The below sections describes the changes RIPTA is implementing to each of these routes as part of the implementation of the DTC.

**Routing:** The Downtown Transit Connector is comprised of seven bus routes: Routes 3, 4, 51, 54, 58, 62, and 72. These routes serve a variety of municipalities across the state, including: Providence, Cranston, Warwick, Lincoln, Pawtucket, Central Falls, North Providence, Smithfield, Woonsocket, South Kingstown, East Greenwich, and Exeter.

Prior to DTC implementation, routes 3, 4, 51, 54, 62 and 72 terminate at Kennedy Plaza in downtown Providence. Kennedy Plaza is RIPTA's primary operations hub in the state, with over 14,000 boardings occurring across 45 different bus routes each weekday. Route 58 also serves Kennedy Plaza, but continues south to Rhode Island Hospital.

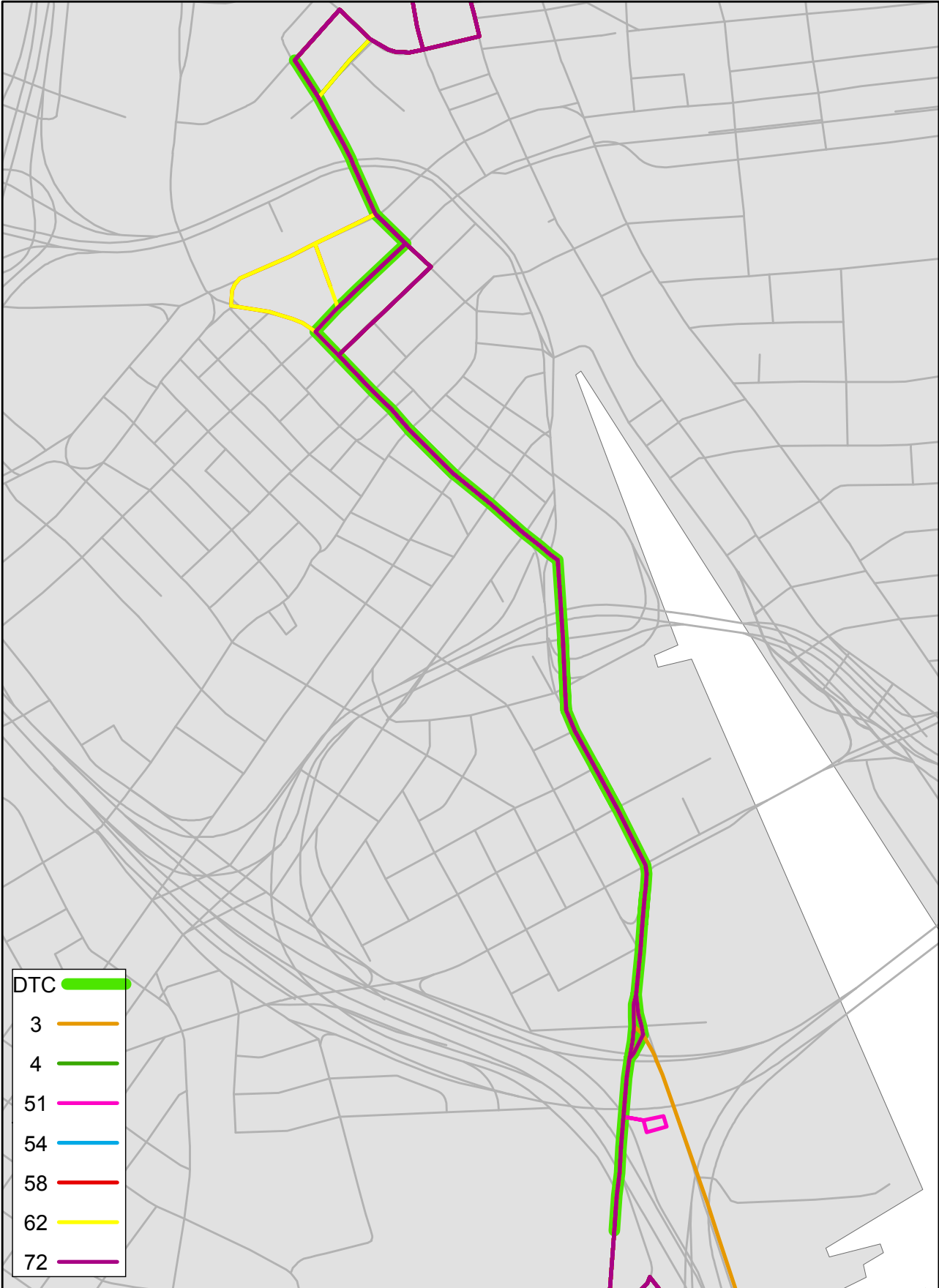
# Service Downtown - Before DTC Implemented



After implementation of the DTC, all seven routes will continue to serve Kennedy Plaza, but routes will be extended either north to terminate at Providence Station or south to terminate at Rhode Island Hospital. Routes 3, 4, and 62 will extend north along Exchange Street to terminate at Providence Station. Routes 51, 54, and 72 will extend south along Dorrance Street, Dyer Street, and Eddy Street to terminate at Rhode Island Hospital. Route 58 will remain unchanged. Route 54 will also enter Providence via the Admiral Street exit from State Route 146.

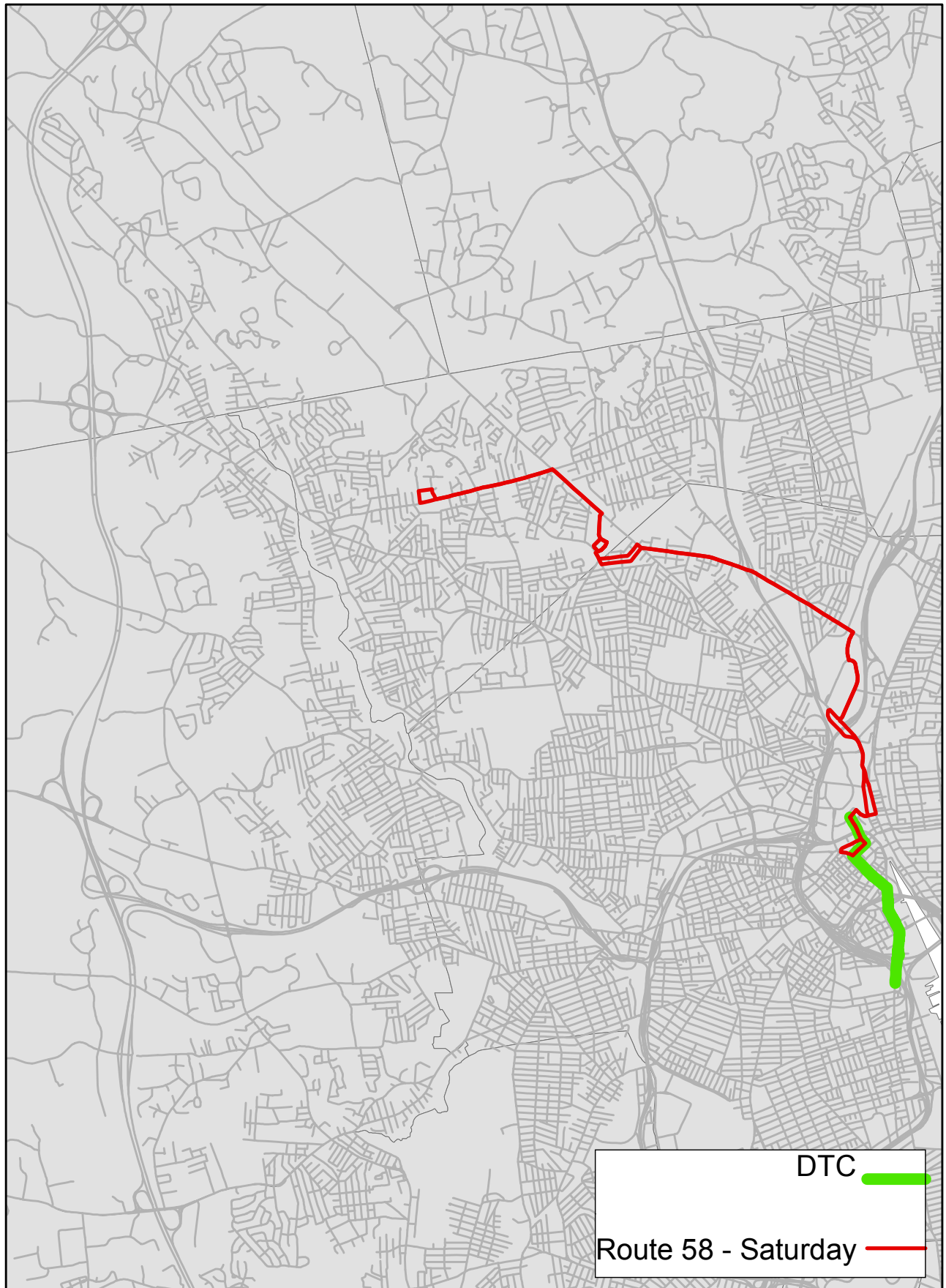


# Service Downtown - After DTC Implemented



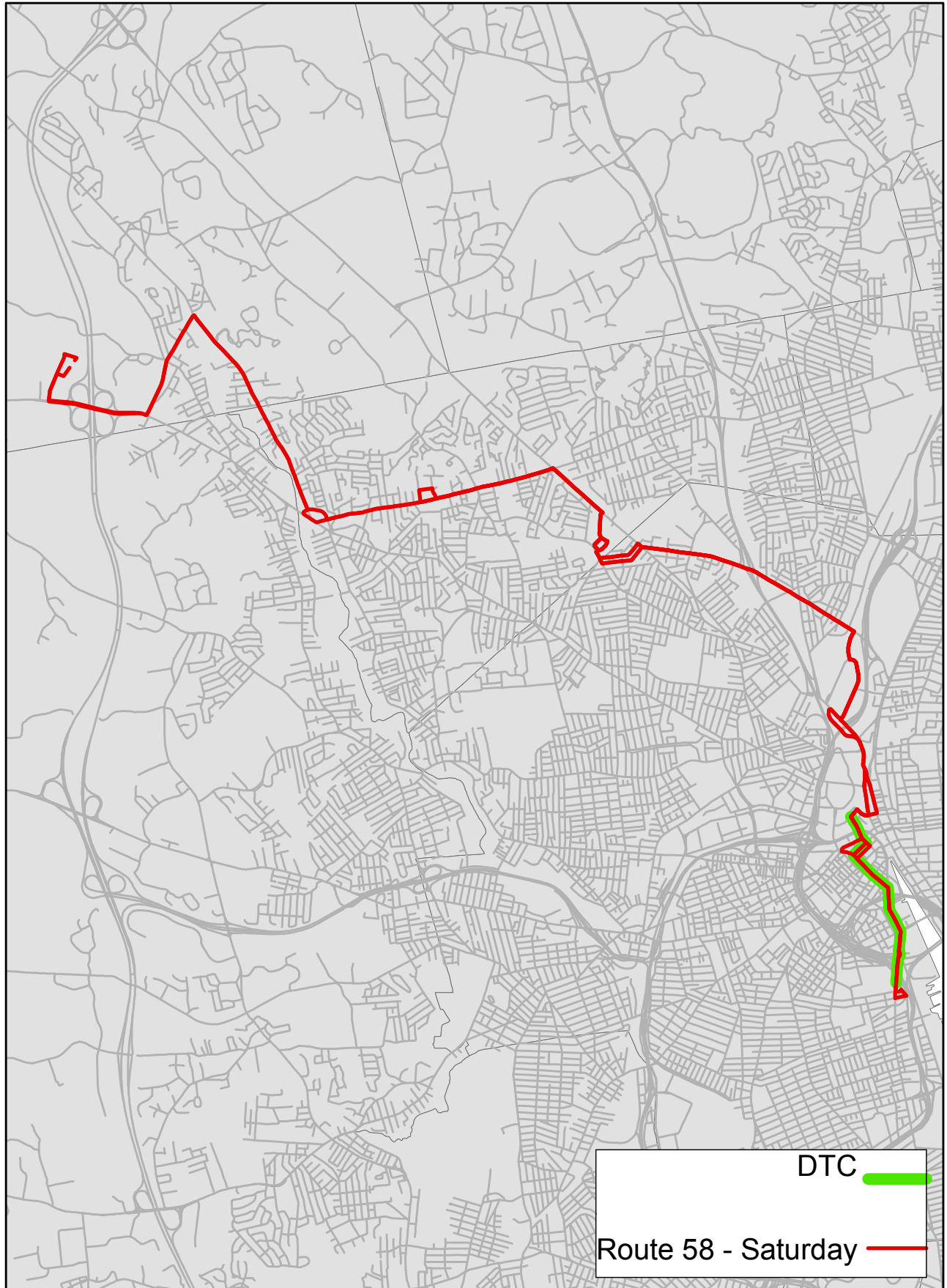
On Saturdays, Route 58's current northern terminus is on Mineral Spring Avenue at Sunset Avenue in North Providence. After DTC implementation, Route 58 will be extended further north to Smithfield Crossing shopping center, where the route terminates during weekdays.

# Route 58 Saturday - Before DTC Implemented





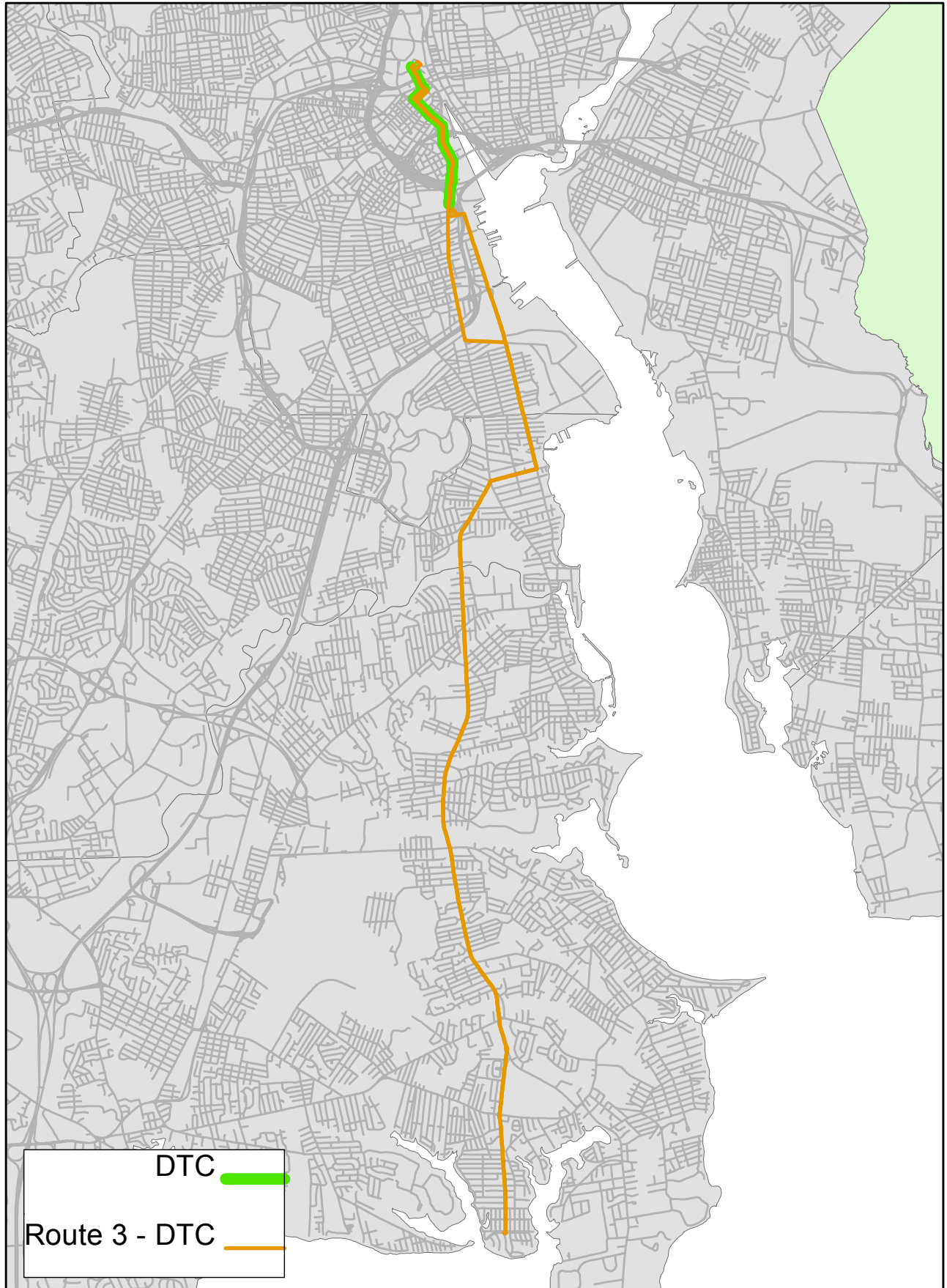
# Route 58 Saturday - After DTC Implemented



Routes 3, 4, 51, 62, and 72 will have no changes to existing routing and will only have routes that are extended, as previously described. These routes will change how they approach Kennedy Plaza, but this will not impact bus stops served. In terms of routing, there will be no impacts to existing riders. Route 58 will have no changes during weekdays, and on Saturdays will only be extended, as previously described. There will be no impacts to existing riders. Route 54's change in routing will remove the bus from service on a limited access highway onto local street. Because of this, there are no impacts to existing bus stops, but new stops will be added to the route along Charles Street and Ashburton Street. Existing riders will have no reduction in stops due to changes in routing.

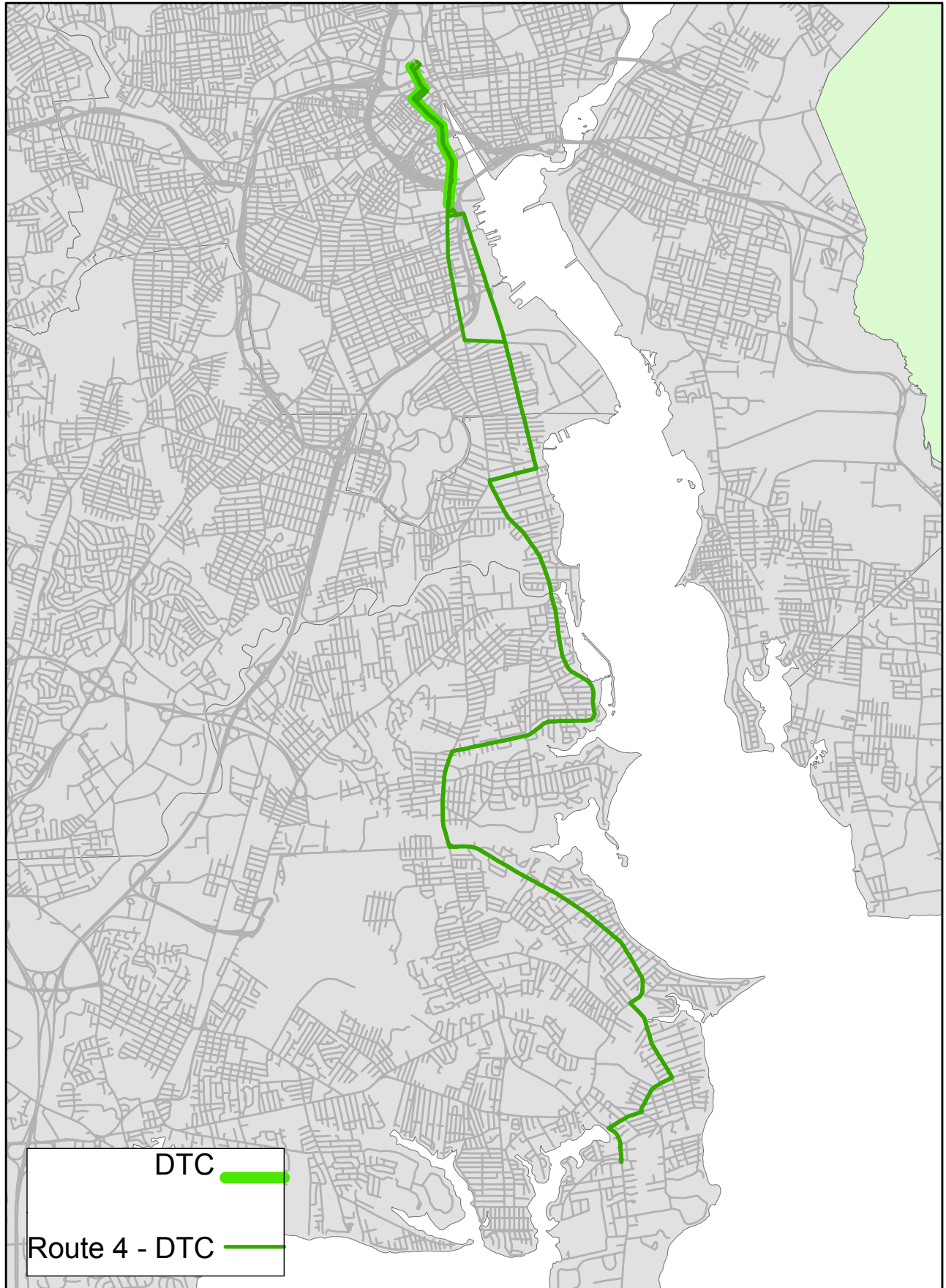
In totality, all changes to routing as part of the Downtown Transit Connector will only add stops and improve access. No routing changes implemented under the DTC will result in loss of access.

# Route 3

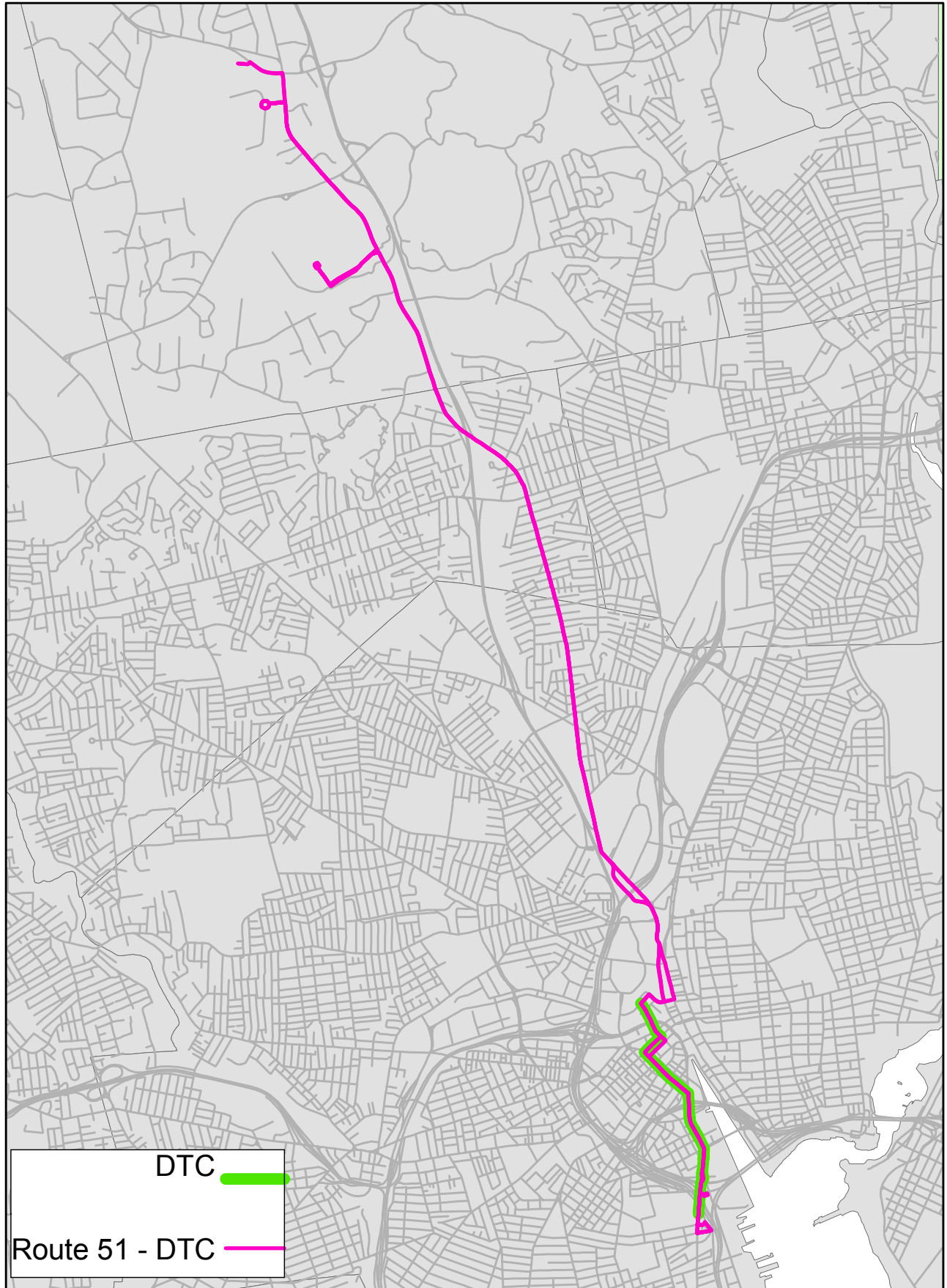




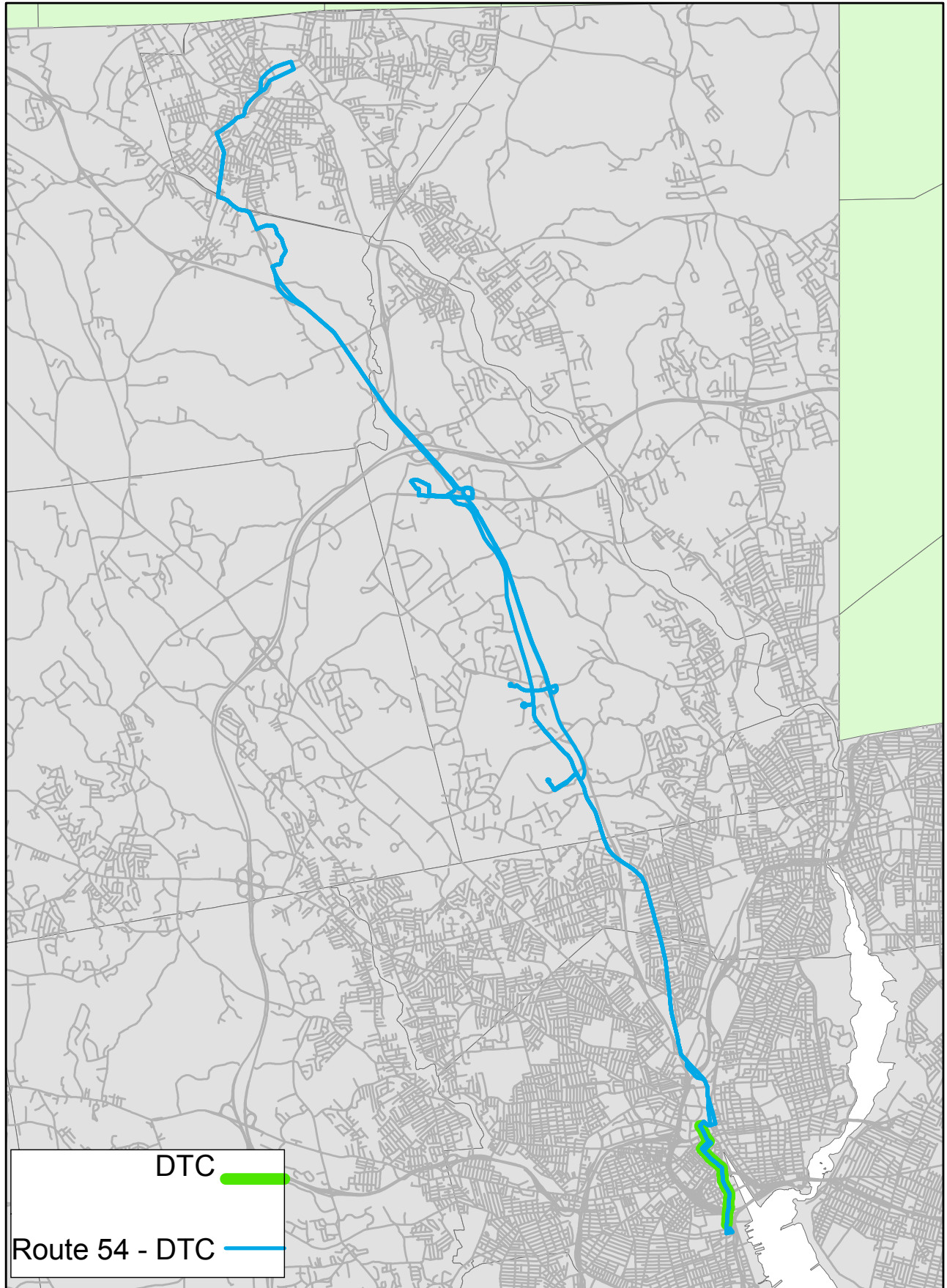
# Route 4



# Route 51

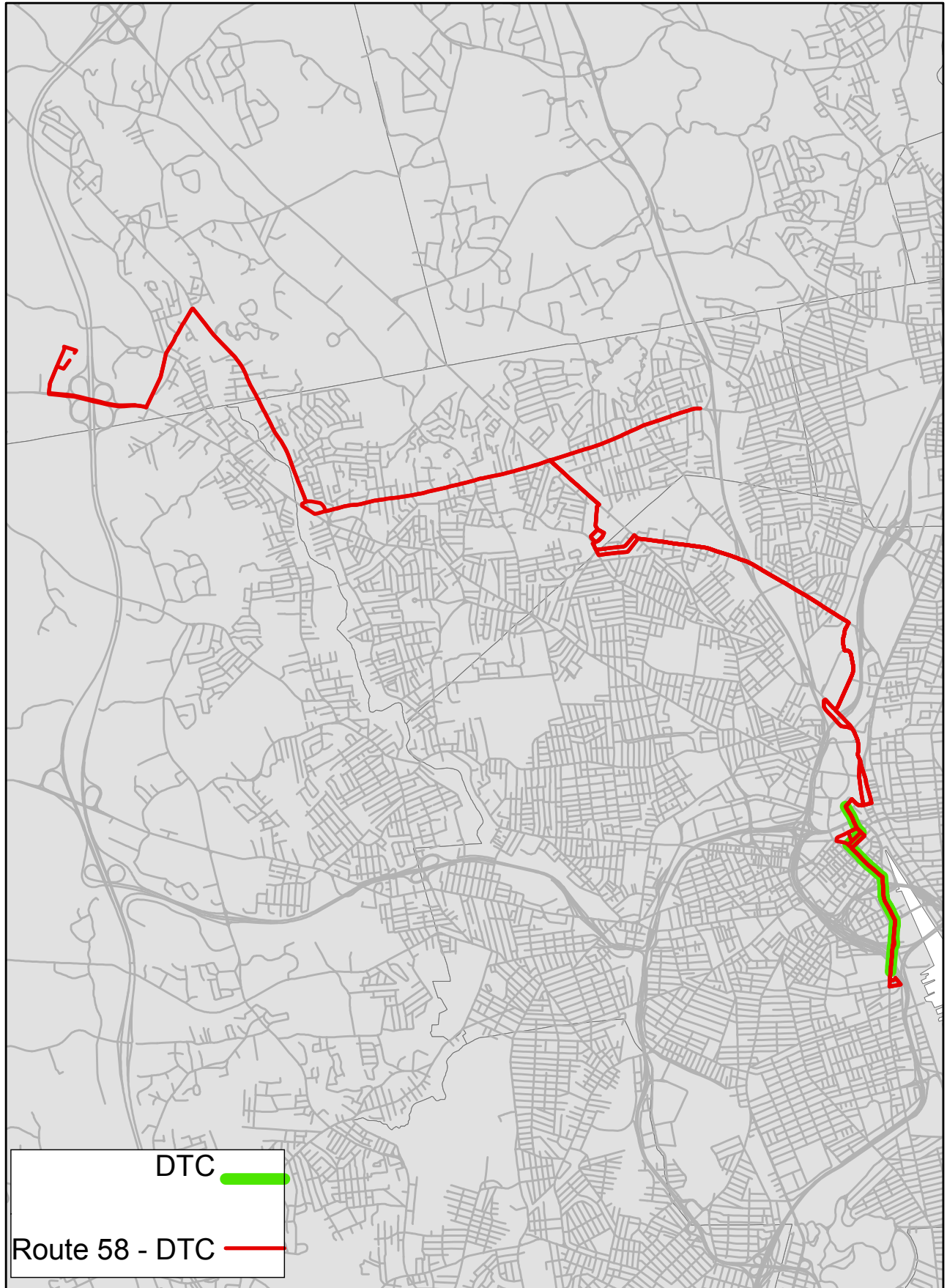


# Route 54

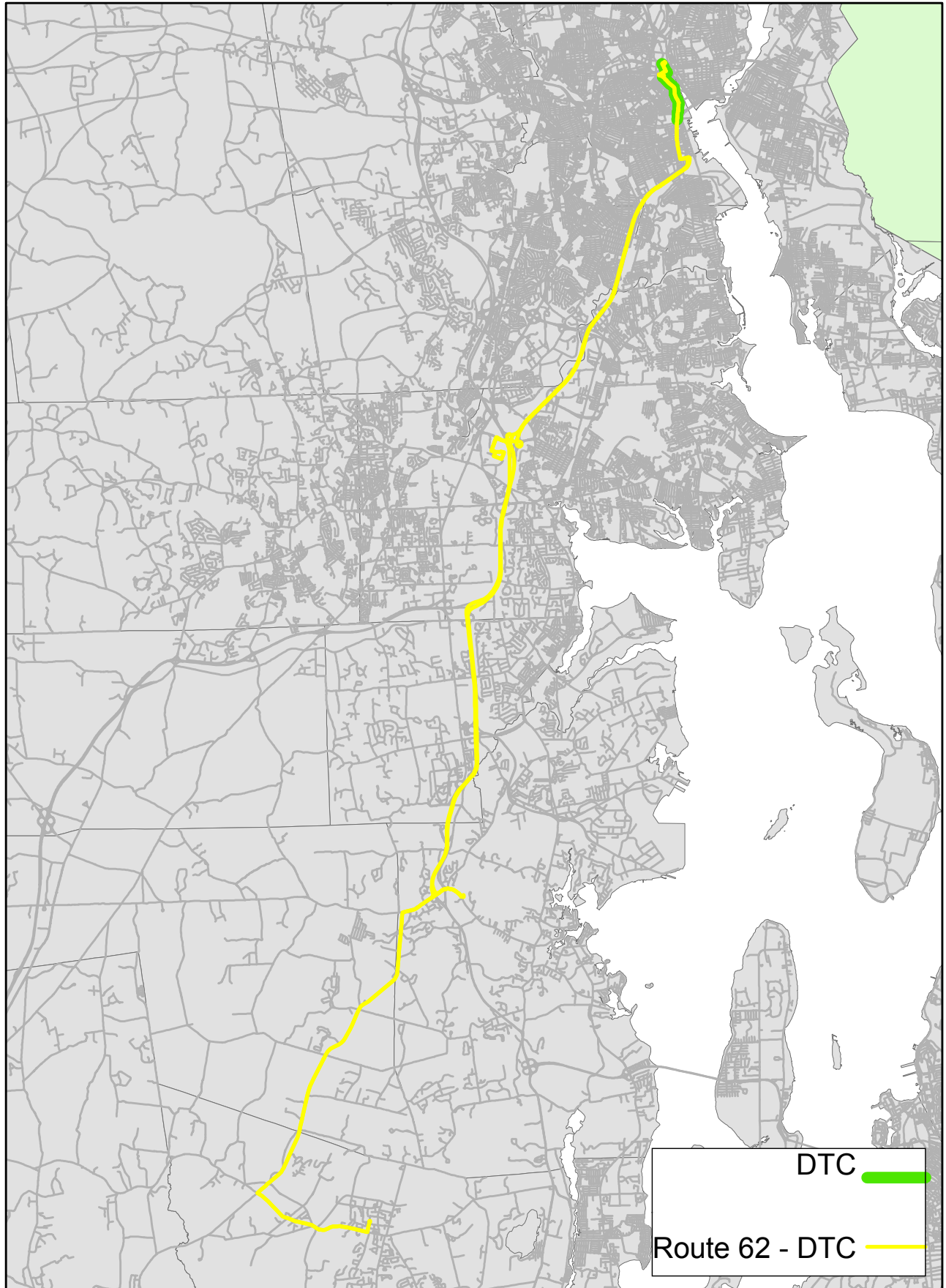




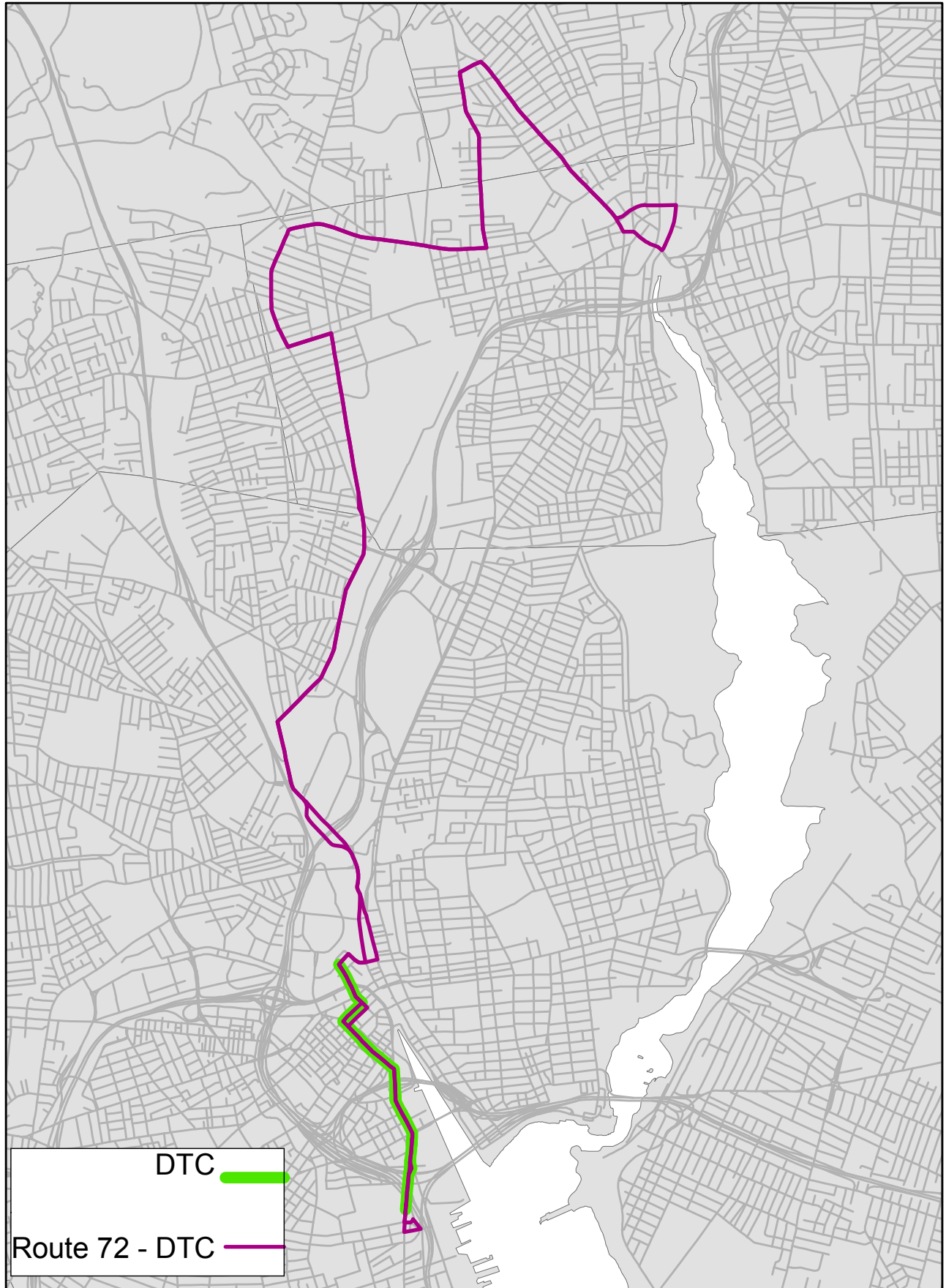
# Route 58



# Route 62



# Route 72



**Frequency:** The Downtown Transit Connector project has committed to providing five-minute frequency along the project corridor during weekday hours. This service will be provided between the hours of 6:00 am and 7:00 pm, with a service frequency of 15 minutes provided after 7:00 pm until 10:00 pm.

On Saturdays and Sundays, RIPTA will also provide at least 15 minute service for the duration of the service day. On Saturdays, this is between 7:00 am and 10:00 pm. On Sundays, this is between 7:00 am and 8:00 pm.

To achieve these frequencies and spans, RIPTA modified routes so their schedules aligned in the DTC corridor to provide even headways. On weekdays, Routes 3, 4, 51, 54, and 72 all received improvements in frequency. Frequency on Routes 58 and 62 remained the same. No routes received reductions in frequency.

On Saturdays, Routes 3, 4, 51, and 72 all received improvements in frequency. Frequency on Route 58 remained the same. Route 54 received a minor reduction in frequency during the day from 45 minutes to 50 minutes. However, after 7:00 pm service frequency improved from 60 minutes to 50 minutes. Route 62 does not operate on Saturdays.

On Sundays, Route 72 received an improvement in frequency. Frequency on Routes 3, 4, 51, and 54 remained the same. Routes 58 and 62 do not operate on Sundays.

Full summaries of route frequencies and schedules can be found in APPENDIX B.

**Span:** To achieve the spans described in the above section, RIPTA also modified the operating hours for each of the 7 included routes. These modifications are being implemented to maintain the desired frequencies throughout the corridor and to provide improved service hours to passengers riding these services.

During weekdays, service frequencies along the seven routes have generally improved. Start times for service were designed to start at roughly the same time as previously scheduled service change, and almost all routes start service within 10 minutes (either earlier or later) compared to the previous schedule change. Exceptions to this include Route 58 (inbound service begins 27 minutes earlier, outbound service begins 20 minutes earlier) and Route 72 (inbound service begins 18 minutes earlier, outbound service begins 21 minutes earlier).

Service improvements were generally focused on expanding evening and night service, and consequently, improvements here are more dramatic. Changes include: Route 3 (last inbound trip scheduled 44 minutes later, last outbound trip scheduled 2 hours, 11 minutes later), Route 4 (last inbound trip scheduled 2 hours, 5 minutes later, last outbound trip scheduled 2 hours, 6 minutes later), Route 51 (last inbound trip scheduled 7 minutes later, last outbound trip scheduled 16 minutes earlier), Route 54 (last inbound trip scheduled 14 minutes later, last outbound trip scheduled 19 minutes later), Route 58 (last inbound trip scheduled 1 hour, 32 minutes later, last outbound trip scheduled 40 minutes later), and Route 72 (last inbound trip scheduled 3 hours, 47 minutes later, last outbound trip scheduled 3 hours, 49 minutes later). Route 62 has no changes, and Route 51 has a minor reduction in span.

On Saturdays, morning start times were scheduled to generally start at the same time as the previous service change. All service begins within 10 minutes (either earlier or later) compared to the previous service change, with a couple of noted exceptions: Route 3 (inbound service scheduled 15 minutes later, outbound service scheduled 21 minutes earlier), Route 4 (outbound service scheduled 25 minutes earlier), and Route 58 (inbound service scheduled 28 minutes earlier).

Like weekdays, Saturday evening and night service was expanded to help provide later coverage. Notable changes in span include: Route 3 (inbound service scheduled 2 hours, 46 minutes later, outbound service scheduled 59 minutes earlier), Route 4 (inbound service scheduled 1 hour, 10 minutes later, outbound service scheduled 45 minutes later), Route 54 (inbound service scheduled 14 minutes later, outbound service scheduled 1 hour, 35 minutes later), Route 58 (inbound service scheduled 32 minutes later, outbound service scheduled 1 hour, 2 minutes later), and Route 72 (inbound service scheduled 2 hours, 52 minutes later, outbound service scheduled 3 hours, 5 minutes later). While Route 3 has a reduction in span on Saturdays, significant portions of Route 3 overlap with Route 4, providing coverage to a majority of this route. Route 4's span provides similar coverage to that of Route 3.

Sunday morning service was designed to have start times that are earlier to service start times prior to DTC implementation. Changes are as follows: Route 3 (inbound service starts 28 minutes earlier, outbound service starts 23 minutes earlier), Route 4 (inbound service starts 28 minutes earlier, outbound service starts 21 minutes earlier), Route 51 (inbound service starts 17 minutes later, outbound service starts 14 minutes earlier), Route 54 (inbound service starts 29 minutes earlier, outbound service starts 29 minutes earlier), and Route 72 (inbound service starts 1 hour, 3 minutes earlier, outbound service starts 1 hour, 19 minutes earlier).

Like weekdays and Saturdays, Sunday evening and night service was expanded to help provide later coverage. Changes include: Route 3 (inbound service scheduled 1 hour, 12 minutes later, outbound service scheduled 1 hour, 17 minutes later), Route 4 (inbound service scheduled 1 hour, 12 minutes later, outbound service scheduled 1 hour, 17 minutes later), Route 51 (inbound service scheduled 17 minutes later, outbound service scheduled 14 minutes earlier), Route 54 (inbound service scheduled 15 minutes earlier, outbound service scheduled 31 minutes later), and Route 72 (inbound service scheduled 57 minutes later, outbound service scheduled 1 hour, 11 minutes later).

Full summaries of changes in span can be found in APPENDIX C.

**Fares:** To encourage ridership along the Downtown Transit Connector corridor, RIPTA has proposed a \$1.00 reduced fare for this corridor. RIPTA's current base fare is \$2.00. This reduced fare will allow passengers a more affordable option to utilize the DTC corridor as a "hop on, hop off" service that will help make the whole of downtown Providence more accessible.

Implementation of the \$1.00 reduced fare is entirely contingent upon the installation of "platform validators" at each DTC station so that passengers traveling within the corridor can verify their travel does not begin or end outside the DTC corridor. Because RIPTA is not installing platform validators at Kennedy Plaza and Providence Station, implementation of the \$1.00 reduced fare is not possible at the time of DTC revenue service. Therefore, RIPTA will not implement the reduced fare at this time.

### Evaluation and Findings

**Service Changes:** Per RIPTA's adopted Title VI program, a disparate impact occurs when a service change impacts a population, and more than 62.2% of the impacted population belongs to a minority group. A disproportionate burden occurs when a service change impacts a population, and more than 79.2% of the impacted population belongs to a low-income group. RIPTA's system-wide average of minority ridership is 52.2% and low-income ridership is 69.2%, and RIPTA's Title VI program allows for a 10% differential to determine if an impact disparately impacts minority populations or disproportionately burdens low-income populations.

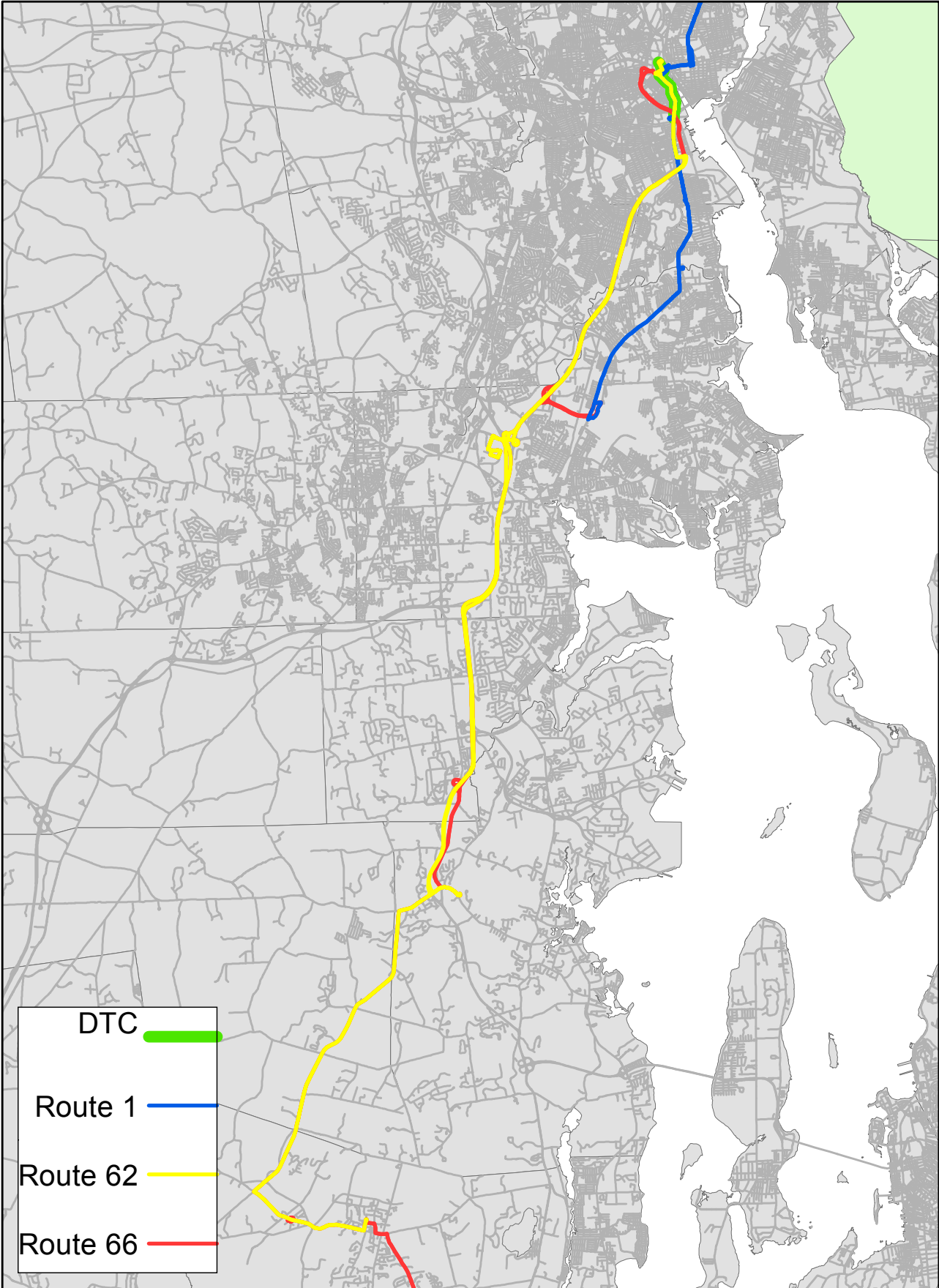
To evaluate the service modifications described above, RIPTA staff compared minority and low-income status of the impacted routes (Routes 3, 4, 51, 54, 58, 62, and 72) to RIPTA's overall system-wide average to determine if these changes create a disparate impact or a disproportionate burden.

At the time RIPTA's most recent Title VI program was adopted (2018), Route 3 had two variants, Route 3A and Route 3B. Both variants were evaluated as part of RIPTA's Title VI program development. In Autumn 2019, RIPTA rebranded those variants as Route 3 (previously 3B) and Route 4 (previously 3A). Therefore, Route 4 minority and low-income populations are included in the evaluation for Route 3 as the evaluation is inclusive of both variants as they were named at the time. This rebranding did not impact service, but only served to clarify the variants for riders.

Additionally, at the time of development of RIPTA's most recent Title VI program, Route 62 did not exist. Route 62 operates as a limited-stop version of Route 66, which means it serves similar populations. Route 62 includes a segment along Eddy Street in Providence that is not served by Route 66. To account for this, RIPTA will include Route 1 in the evaluation. To this end, Route 1 and Route 66 will serve as proxies for evaluation of Route 62.



# Route 1, 62 & 66 - DTC



Percentage of minority populations along the impacted routes are as follows:

Route	Percentage Boardings by Minority Riders	Percentage Boardings by Low-Income Riders
1 (proxy for Route 62)	53.1%	65.4%
3 (includes Route 3 and Route 4)	44.6%	62.8%
51	51.3%	70.6%
54	49.2%	77.5%
58	55.3%	70.8%
66 (proxy for Route 62)	49.8%	61.0%
72	59.0%	70.2%
<b>Average of DTC Routes</b>	<b>51.8%</b>	<b>68.3%</b>

This averages are below RIPTA's threshold for determining a disparate impact (62.2%) or a disproportionate burden (79.2%), and therefore the changes described in the section above do not create a disparate impact on minority populations or a disproportionate burden on low-income populations.

**Fare Changes:** While RIPTA is not implementing the reduced fare at the time of revenue service, RIPTA completed an analysis of the impact of this fare change as part of a larger analysis for fare changes unrelated to the DTC and found that it did not have a disparate impact minority populations or a disproportionate burden on low-income populations. A complete copy of the fare analysis can be found in APPENDIX D.

In September 2019, RIPTA held thirteen public hearings to review service changes relative to the Downtown Transit Connector and proposed fare changes. RIPTA notified the public of these hearings through several outlets, including posting notice in the Providence Journal, through social media, and through direct notification for people who subscribe to RIPTA's newsletter. Additionally, RIPTA issued a press release to all news outlets.

Attendance at these public hearings was generally low, and for people who did attend, comments were generally positive in nature. A complete record of these hearings can be found in APPENDIX E.

### Conclusion

In summation, RIPTA's Downtown Transit Connector project is designed to improve access to downtown Providence by increasing service frequency, span, and routing along seven routes (Route 3, 4, 51, 54, 58, 62, and 72) and pairing those service improvements with new, high-quality passenger infrastructure to make transit a more appealing alternative to driving. These changes are designed to have a positive impact on ridership and to ensure that RIPTA is better serving its passengers. To implement the changes described above, RIPTA is significantly increasing its operational costs, and investing in more service. While these changes will impact ridership, the totality of the changes is meant to make service more attractive, easier to use, and to improve the overall rider experience.

All changes were evaluated for impacts to minority populations, and RIPTA has found, in accordance with its adopted Title VI program, there are no disparate impacts to minority populations with the implementation of the TIGER-funded Downtown Transit Connector project.

# **APPENDIX A**



RHODE ISLAND PUBLIC TRANSIT AUTHORITY



RHODE ISLAND PUBLIC TRANSIT AUTHORITY

# Title VI Program 2018 - 2021

SUBMITTED APRIL 1, 2018



# RIPTA Title VI Program: 2018-2021

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## **Appendix**

<u>Exhibit A</u>	Rhode Island Public Transit Authority Title VI Complaint Form
<u>Exhibit B</u>	Table 1. Language Spoken at Home by Ability to Speak English for Population 5 years and Over
<u>Exhibit C</u>	RIPTA Customer Service Interpreter Access Instructions VOIANCE
<u>Exhibit D</u>	Copy of Language Assistant Cards located in all transit centers and RIPTA Vehicles
<u>Exhibit E</u>	Title VI Information Protecting Your Rights
<u>Exhibit F</u>	Rider Survey Report
<u>Exhibit G</u>	SAFE Policy Resolution
<u>Exhibit H</u>	Service and Fare Change Equity Analyses
<u>Exhibit I</u>	Board of Directors Resolution – March 2018



# CHAPTER ONE

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## INTRODUCTION

This document constitutes the Rhode Island Public Transit Authority's 2018 Title VI program, as approved by the Board of Directors at its March 2018 meeting. The Board Resolution approving the plan is attached as Exhibit I.

Title VI of the Civil Rights Act of 1964 provides that “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance.” To fulfill this basic civil rights mandate, each federal agency that provides financial assistance for any program is authorized and directed by the United States Department of Justice to apply provisions of Title VI to each program by issuing applicable rules, regulations, or requirements. The Federal Transit Administration (FTA) of the United States Department of Transportation issued guidelines on May 26, 1988, FTA C 4702.1, describing the contents of Title VI compliance programs to be adopted and maintained by recipients of FTA-administered funds for transit programs. On October 1, 2012, these guidelines were updated with the publication of FTA C 4702.1B, which now requires that Title VI compliance programs include income status in addition to minority status.

# CHAPTER TWO

## GENERAL REPORTING REQUIREMENTS

### PROCEDURES FOR FILING A CIVIL RIGHTS COMPLAINT

#### **POLICY**

It is the policy of the Rhode Island Public Transit Authority (RIPTA) to utilize its best efforts to ensure that all programs and services are implemented without discrimination and with the inclusion of minority and protected-class interests through its civil rights policies and procedures. RIPTA's Title VI policy, in accordance with Title VI of the Civil Rights Act of 1964, assures that no person or groups of persons shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination under any and all programs, services, or activities administered by its departments. RIPTA has a zero-tolerance policy prohibiting any form of unlawful discrimination against its customers. Discrimination, harassment, or retaliation against our customers is strictly prohibited.

Toward this end, it is the objective of RIPTA to:

1. Ensure that the level and quality of transportation service is provided without regard to race, color, national origin, and other protected characteristics;
2. Identify and address issues of environmental justice based on income status;
3. Promote the full and fair participation of all affected populations in transportation decision making;
4. Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations; and
5. Ensure meaningful access to programs and activities by persons with limited English proficiency, disability, and veteran status.

The Chief Executive Officer of the Authority has overall responsibility for carrying out RIPTA's commitment to the Title VI program. In April, 2013, RIPTA created a new position of Compliance Officer to oversee EEO, DBE and Title VI. The Compliance Officer has been delegated the responsibility of coordinating program procedures, overseeing implementation, and monitoring and reporting on the progress attained. The Title VI program is an Authority-wide initiative, and all managers, supervisors, and employees share the responsibility of identifying and reporting civil rights violators. Appropriate training is provided to customer support representatives, supervisors, superintendents, and other employees. Department managers (or their designees) are responsible for receiving and investigating complaints, which come through various intake venues, including the Customer Service department.

RIPTA has developed a complaint procedure related to Title VI and other civil rights customer complaints. However, this procedure does not deny a complainant the right to file formal complaints with the Federal Transit Administration (FTA), or to seek private counsel for complaints alleging discrimination, intimidation, or retaliation of any kind that is prohibited by law.

## **PROCEDURE**

The following is a summary of the internal procedures that RIPTA uses for investigation and resolution of Title VI and other civil rights customer complaints. These procedures are employed for all complaints received by the departments that are responsible for complaint intake, investigation, and processing. (See Appendix, Exhibit A)

1. Any person or groups of persons who believe that they have been aggrieved by unlawful harassment, retaliation, or other discriminatory practice under Title VI or other statutes or have been excluded from participation in, denied the benefits of, or subjected to harassment, retaliation, or other forms of discrimination based on race, color, or national origin, under the program of transit service delivery or related benefits, may file a complaint with RIPTA. Complaints may be filed by contacting the Compliance Officer, or by visiting the Civil Rights section of the RIPTA web site at <http://www.ripta.com/civil-rights--title-vi> and downloading a copy of the Title VI complaint form in either English or Spanish and submitting it to RIPTA via U.S. Mail.

To receive consideration complaints need not use the key words “complaint,” “civil rights,” or “discrimination,” or their near equivalents. It is sufficient if such allegations imply any form of harassment, retaliation, or unequal treatment in one or more of RIPTA’s programs or services to be considered and processed as an allegation of a discriminatory practice.

2. All complaints, written or verbal, shall be accepted. In the event a complainant sets forth allegations verbally and refuses to reduce such allegations to writing, the person to whom the complaint is made shall reduce the complaint to writing. Complaints should include the following information:
  - Name, address, and telephone number of the complainant, if provided;
  - Basis of the complaint: race, color, national origin, sex, age, or disability;
  - Date on which the alleged discriminatory event occurred;
  - Nature of the incident that led the complainant to believe that discrimination was a factor;

- Location, date, time, and other identifying information; employee badge number; and number of vehicle, if known;
- Names, addresses, and telephone numbers of persons (witnesses) who may have knowledge of the event; and
- Other agencies or courts where complaint may also be filed and a contact name for each.

All complaints received by any department should be forwarded to the Compliance Officer. Complaints will then be transmitted to the appropriate administrative staff for investigation

3. The appropriate staff person shall investigate regular civil rights complaints and assist the Compliance Officer in investigations of more serious and egregious complaints. Investigations may include identifying and interviewing persons with knowledge of the alleged Title VI violation (*e.g.*, the person making the complaint, witnesses, or anyone identified by the complainant) or anyone with relevant information. The person who has been accused of discriminating or committing a prohibited act will be notified and will be permitted to respond to the allegation. If necessary, additional information may be requested from the complainant and witnesses.
4. If warranted, meetings may also be held with the complainant to resolve the complaint. The investigator may request guidance from Compliance Officer, as deemed necessary.
5. Upon completion of the interviews and investigation, the investigator will develop a final report based on the facts and submit it to the Compliance Officer. The report will contain the investigation team's findings and conclusions concerning the complaint as well as recommendations for corrective action and discipline, if necessary. If a civil rights violation is found to exist, appropriate action will be taken, monitored, and reported. Any actions taken as a result of the investigation team's findings and conclusions are the responsibility of the concerned department and other officials involved. If no violation is found and the complainant is not satisfied, complaints may be filed with FTA's Office of Civil Rights.
6. The complainant will receive a letter from RIPTA that details the findings, conclusion, and any corrective action taken.

7. The Compliance Officer will maintain a log of complaints, including those pertaining to Title VI, accessibility, and other customer complaints of discrimination, harassment, or retaliation; the date the complaint was filed; a summary of the allegation(s); the status of the complaint; and the actions taken in response to the complaint.
8. Should RIPTA receive a Title VI complaint in the form of a formal charge or lawsuit, RIPTA's Legal Counsel will be responsible for the investigation and for maintaining the log as described herein.

## INVESTIGATIONS, COMPLAINTS, AND LAWSUITS

There have been no investigations, complaints, or lawsuits filed with RIPTA since the 2015 Title VI submittal to FTA.

## PLAN FOR PROVIDING MEANINGFUL ACCESS FOR PERSON'S WITH LIMITED ENGLISH PROFICIENCY

On August 11, 2000, President William J. Clinton signed an executive order, **Executive Order 13166: Improving Access to Service for Persons with Limited English Proficiency**, to clarify Title VI of the Civil Rights Act of 1964. Its purpose was to ensure accessibility to programs and services to eligible persons who are not proficient in the English language.

This executive order stated that individuals who do not speak English well and who have a limited ability to read, write, speak, or understand English are entitled to language assistance under Title VI of the Civil Rights Act of 1964 with respect to a particular type of service, benefit, or encounter. It reads in part:

*Each Federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities.*

Not only do all federal agencies have to develop LEP Plans, but as a condition of receiving federal financial assistance, recipients must also comply with Title VI and LEP guidelines of the federal agency from which funds are provided. Federal financial assistance includes grants, training, use of equipment, donations of surplus property, and other assistance. Recipients of federal funds range from state and local agencies, to nonprofits and other organizations. Title VI covers a recipient's entire program or activity. This means all components of a recipient's operations are covered. Simply put, any organization that receives federal financial assistance is required to follow this Executive Order.

### **Who is an LEP Individual?**

As defined in the 2000 United States Census, it is any individual who speaks a language at home other than English as their primary language, and who speaks or understands English "less than very well." In compliance with guidance and rules issued by the U.S. Department of Transportation, and Title VI of the Civil Rights Act of 1964, RIPTA will take reasonable steps to ensure that all persons have meaningful access to its programs, services and information, at no additional cost.

The LEP Plan starts with an assessment to identify LEP individuals who need assistance. Implementation includes the development of language assistance measures, staff training, notification measures to LEP individuals, and monitoring of the plan.

### **Determination of Need**

In order to develop this policy, RIPTA has followed the U.S. Department of Transportation (U.S. DOT) four-factor LEP analysis which considers the following factors:

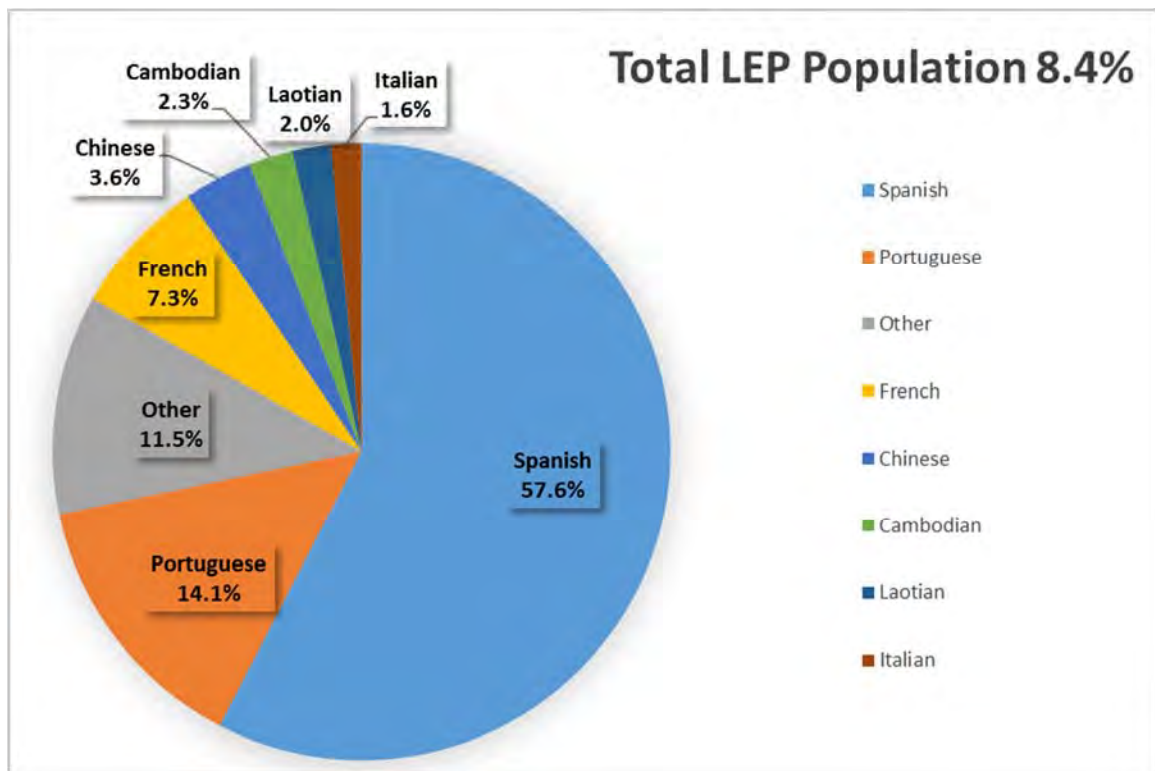
1. The number or proportion of LEP persons in the service area who may be served or are likely to encounter a RIPTA program, activity or service;
2. The frequency with which LEP persons come in contact with RIPTA programs, activities or services;
3. The nature and importance of programs, activities or services provided by RIPTA to the LEP population; and
4. The resources available to RIPTA and overall costs to provide LEP assistance.



## Factor 1:

### The number and proportion of LEP Persons served or encountered in RIPTA's service area.

RIPTA's service area is the entire State of Rhode Island, which has a total population of 1,002,282 (excluding children under five). RIPTA has determined the percentage of the State's LEP population by consulting the 2016 American Community Survey by the U.S. Census Bureau (Appendix, [Exhibit B](#)). The survey shows that 84,295 individuals (8.4%) in Rhode Island have Limited English Proficiency because they speak English less than "very well." Table 1 below contains a breakdown of this LEP population by language.



Appendix, [Exhibit B](#): U.S. Census Bureau 2016 American Community Survey, B16001.

LEP populations as a percentage of Rhode Island's total population are as follows: Only Spanish (4.84%), and Portuguese/Portuguese Creole (1.19%) represent more than 1% of Rhode Island's total population. The next highest language groups were French/French Creole (.061%), Chinese (.030%), Cambodian (.019%), Laotian (.017) Italian (.013%). No other language group accounts for more than .01% of Rhode Island's total population.

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## Factor 2:

### Frequency of contacts of LEP individuals with RIPTA's programs, activities, and services.

RIPTA has three data points for assessing how often and in what ways LEP populations interact with the RIPTA system: (1) the use of RIPTA's translation services; (2) the results of an internal RIPTA survey; and (3) the results of an external survey.

#### Translation Services

Since April of 2012, RIPTA has contracted with Voiance Language Services to provide 24/7 translation service in 173 languages. From January 1, 2015 to December 31, 2017, RIPTA received 163 calls for an average of 54 calls per year and slightly more than one call per week requesting translation into 8 different languages. Spanish was overwhelmingly the most requested language. In during the 3 year period, 87.7% of the requests for were for Spanish; 6.1% for Portuguese; and 6.2% for six other languages (French, Mandarin Chinese, Vietnamese, Russian and Korean). In 2015, Spanish represented 94.3%, while Portuguese represented 5.7%. In 2016, 84.9% of requests were for Spanish, 4.1% for Portuguese, 4.1% for French and 6.9% for 4 other languages. In 2017, Spanish represented 75.0%, Portuguese 15.0% and Mandarin Chinese 10.0%. (Appendix, Exhibit C)

#### Internal RIPTA Survey

In December 2017, an LEP survey was developed and distributed to RIPTA administrative and customer service staff, transportation supervisors, and RIPTA drivers (fixed route and paratransit) in order to obtain information about frequency of contact with LEP individuals. These RIPTA employees are the most likely to come into contact with the LEP population on a daily basis. Of the total of 545 surveys sent, 106 surveys were completed, for a response rate of about 19%. The surveys were divided among four groups (1) Customer Service staff (15 surveys completed); (2) Administrative staff (19 surveys completed), 3) Fixed Route Drivers (50 surveys completed); and (4) Para Transit Drivers (22 surveys completed). The following are the highlights of the customer service and administrative staff survey results:

- On average, customer service staff assists LEP customers 7.9 times per week, with a range of zero to twenty times per week;

- On average, administrative staff assists LEP customers 2.3 times per week, with a range of zero to ten times per week;
- Spanish was reported as being by far the most frequent language encountered by customer service and administrative staff. Portuguese, though less often, is also encountered regularly. Other languages, including Cambodian (Khmer), French, Chinese, French, Italian and Arabic were seldom encountered;
- 27% of customer service and administrative respondents reported that they are able and qualified to translate English into another language. The reported languages include Spanish, Portuguese, Portuguese Crioulo, Italian and French., French Creole.
- 73% of customer service respondents and 18% of administrative respondents reported that they have used translation assistance on the job, which were identified as:

Customer Service	Administrative
○ Co-worker – 73%	17%
○ Telephone – 47%	11%
○ Internet – 27%	06%
○ Other services mentioned included Voiance, Volunteers and “Pointing at Products.”	

As mentioned, surveys were also distributed to fixed route drivers and paratransit drivers. They were asked how often they assisted LEP customers, and to identify which languages they most encountered. Below are the results of the surveys:

- Fixed route drivers assist LEP customers an average of 6.3 times per week, with a range of zero to seventy times per week.
- In order of frequency, fixed route drivers encounter the following languages:
  1. Spanish
  2. Portuguese/ Portuguese Crioulo
  3. Mandarin Chinese
  4. French or French Creole
  5. Cambodian (Khmer)
  6. Italian
- Paratransit drivers assist LEP customers an average of 4.9 times per week, with a range of zero to twenty-five times per week.

- In order of frequency, paratransit drivers encounter the following languages:
  1. Spanish
  2. Portuguese
  3. French or French Creole
  4. Italian
  5. Mandarin Chinese
  6. Khymer (Cambodian)
  
- Other languages mentioned by both fixed route and para transit drivers as being encountered, with lesser frequency, were Russian and Ukranian.

These survey results are consistent with data provided by the U.S. Census with Spanish and Portuguese being the most commonly encountered languages in RIPTA’s service area. At an average of 7.9 times per week, Customer Service had the most encounters with LEP individuals.

### **External LEP Survey**

RIPTA provided twelve community organizations<sup>1</sup> who work with LEP populations with a survey in order to obtain information on specific languages spoken by the LEP population; population trends of LEP groups; LEP persons’ awareness of the various programs and service offered by RIPTA; transit needs of LEP individuals that are not being met; and to identify of barriers to the use of transit. Twelve surveys were sent out and seven were completed for a response rate of 58%. Following are the highlights of the questionnaire responses:

- Agencies noted an increase in populations that speak the following languages: Arabic, Portuguese Crioulo, French Creole, Hindi, Somali, Swahili, Kirundi, Quiche, Burmese, Afghani and Syrian;
  
- One agency cited a decrease in populations that speak Cambodian (Khymer) and Mandarin Chinese;

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<sup>1</sup> Those organizations are Dorcas/ International Institute of Rhode Island, Progreso Latino, Blackstone Valley Community Action Program, Family Resources Community Action, Center for Southeast Asians, Genesis Center, St. Michaels, Catholic Diocese, RI Family Literacy Initiative, East Bay Community Action Program, Community Action Partnership of Providence, and the Children’s Friend

- When asked about client knowledge of RIPTA Programs and Services. The response rate was the following:

	Awareness Rate
1) Monthly Pass, RIPTIK, 15-Ride Pass, 7-Day Pass, 1-Day pass	57%
2) Flex Service	14%
3) Commuter Resource RI	14%
4) Rack N' Ride	29%
5) Park N' Ride	14%
6) RIPTA's online trip planner	00%
7) Bus Pass Program for Seniors and People with Disabilities	71%
8) Ride Para Transit Service	00%

- Some organizations mentioned specific transit needs of their LEP clients. Comments included:
  - Extend weekend and evening hours;
  - RIPTA staff are not multilingual, which can be a communication barrier with some riders;
  - Flex service needs to expand;
  - Some areas are difficult to access, for example, parts of Olneyville;
  - The cost is difficult for some to afford;
  - Fear of not being able to communicate;
  - Cultural competency of drivers;
  - Cost.
- The most commonly cited barriers to the LEP population's use of transit included language, affordability, and availability.

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### **Factor 3:**

#### **Assess the importance of RIPTA's programs, activities, and services to the LEP population.**

As stated in the U.S. Department of Transportation's *Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficient (LEP) Persons*, RIPTA operates in full agreement that an LEP person's inability to utilize effectively public transportation may adversely affect his or her ability to obtain health care, or education, or access to



employment. While public transit is not an essential service, as are police, fire and medical emergency services, public transit is a key means of achieving mobility for many LEP persons.

According to the 2010 Census, more than 11% of LEP individuals aged 16 years and over reported use of public transit as their primary means of transportation to work, compared with about four percent of English speakers. Recent immigrants to the United States (including those persons who may not be LEP) use public transit at higher rates than native-born adults. However, public transit use among recent immigrants decreases with length of residence in the United States.

Most of RIPTA's services run through its central hub in Providence, which is an urban core, and which therefore contains a higher LEP population relative to more suburban and rural areas. As a result, RIPTA is mindful that its services are critical to the LEP population.

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#### **Factor 4:**

##### **The resources available to RIPTA and the costs.**

RIPTA is committed to employing resources to reduce the barriers that limit access to its information and services by LEP persons. RIPTA has established a dedicated budget for its LEP Program, and will track all expenditures made for this purpose. RIPTA will continue to expend a reasonable portion of the budgetary dollars to meet compliance goals and fulfill the provisions of the language assistance plan. RIPTA currently employs the following resources to help provide language assistance. These resources are funded with RIPTA's operating funds.

##### **Dedicated Title VI Officer**

RIPTA employs a dedicated Title VI officer who oversees RIPTA's LEP Program. One of the primary functions of this officer is to communicate with LEP population on a regular basis to determine how RIPTA can provide this population with language assistance so that it can access the RIPTA system. The Title VI officer does this, primarily, by regular communication with groups who have significant LEP constituents. Communication is done through internal and external meetings, phone calls, emails and surveys. The goals of these communications are to identify documents, such as pages of the web site or public timetables that would assist LEP persons in accessing RIPTA programs and services.

## **Marketing Department**

RIPTA's Marketing Department is responsible for RIPTA's communications with the public by providing content on RIPTA's website; creating and distributing materials in RIPTA's transit facilities and vehicles; conducting in-person public outreach; and facilitating public hearing and comments on RIPTA's services. The Marketing Department works closely with the Title VI officer to coordinate communication to the LEP population.

## **Customer Service**

RIPTA's Customer Service Department receives questions, requests for information and assistance and complaints. Two Customer Service representatives can translate Spanish, and obtain assistance from other employees for Portuguese and Italian translation. These representatives are also trained in how to direct callers who need language assistance to Voiance Language Services, which RIPTA uses to provide translations to all LEP individuals. (Voiance is discussed in more detail below.)

## **LANGUAGE ASSISTANCE PLAN**

Based on the four-factor analysis above, RIPTA has determined that the Spanish LEP population needs the most language assistance because it represents 4.48% of Rhode Island's total LEP population. Portuguese is second at 1.16% of the LEP population. The next closest three languages each represent less than 1% of the LEP population.

RIPTA provides language assistance to Rhode Island's LEP populations as described below.

### **Oral Translations**

As noted above, any LEP individual can obtain oral translation services by calling RIPTA's Customer Service Department, where they are transferred to Voiance Language Services, which provides written and oral translation service in over 170 languages with 24/7 availability

The following are the procedures used by RIPTA staff to connect LEP callers to Voiance.

**"CUSTOMER SERVICE REPRESENTATIVES AND OTHER ADMINISTRATIVE PERSONNEL:**  
When you receive a call from a Limited English Proficiency (LEP) customer and you cannot understand what the LEP customer needs, you should do the following:

- Using the Voiance Phonetic Chart, tell the caller to please hold;

- Press the Conference Button on your phone labeled CNF;
- Contact Voiance Language Services for assistance by dialing 866-998-0338;
- An automated voice prompt will then ask for your Account Number: 14071;
- An automated voice prompt will then ask for your Pin Number: 5355;
- An automated voice prompt will then ask you to say the language OR enter a 3-digit language code (see Language Code List) for the language you need translated;
- Hold temporarily as you connect to an interpreter;
- Write the interpreter ID number down in your call log;
- Brief the interpreter on the nature of your call;
- Ask the interpreter to please hold while you conference him/her in;
- Press the Conference Button (CNF) TWICE (this will send the interpreter into the conference call and then connect you to the call);
- Begin your conversation. Allow the interpreter to introduce him/herself to the customer. Avoid slang, jargon or metaphors;
- Once the call is completed, fill out the Customer Service Translation Service Form complete with a summary of the call, including the language that was translated. Turn in the completed form to the Customer Service Manager;
- If you are a bi-lingual RIPTA employee and you are able to assist the LEP customer, please log the information with the Customer Service Manager.”

### **Written Translations**

RIPTA follows DOT’s Safe Harbor Provision with respect to the written translation of documents. This provision requires written translation of vital documents for language groups constitute either 5% or 1,000 individuals within RITPA’s service area. According to the U.S. Census Bureau, 2016 American Community Survey, no LEP language group constitutes more than 5% of RIPTA’s service population, but the following seven languages have more than 1,000 individuals: (1) Spanish (48,540); (2) Portuguese (11,852); (3) French/French Creole (6,183); (4) Chinese (3,030); (5) Khmer (Cambodia) (1,909); (6) Laotian (1,767); and (7) Italian (1,339).

RIPTA has identified its vital documents as (1) How to Ride Guide, (2) Overview of the RIPTA Bus Pass Program for Seniors and People with Disabilities, (3) Application for RIPTA ADA Para Transit Service Certification, (4) RIDE ADA brochure, (5) Public Hearing Notices, (6) Title VI brochure and (7) Title VI complaint form. In August 2015, RIPTA posted translations of these documents into the seven safe harbor languages and Arabic on its

website ([www.ripta.com](http://www.ripta.com)). As noted above, translation of non-vital documents is provided, upon request, by Voiance.

RIPTA also provides all its schedules and service change information in English and Spanish.

### **Language Assistance Cards**

RIPTA has created Language Assistance Cards that state, in each of the seven safe harbor languages and Arabic, how to contact RIPTA for language assistance. The cards are placed in all transit centers and RIPTA vehicles, and may also be viewed on RIPTA's website. (Appendix, [Exhibit D.](#))

### **Google Translate**

The RIPTA website ([www.ripta.com](http://www.ripta.com)) was updated in February 2012 to include the Google Translate application directly on the site; the application automatically can translate the entire RIPTA web site into Spanish, Portuguese, Chinese, French and Italian. If Google Translate does not translate to the satisfaction of the customer, the customer can contact RIPTA's Customer Service Department, who can use Voiance for a better translation.

### **Other Language Assistance**

RIPTA has open lines of communications with organizations that work with LEP populations. These organizations are aware of how to contact RIPTA to obtain language assistance. RIPTA also analyzes census data and community profiles to determine whether language assistance might be needed in certain settings, such as having public meeting notices translated in safe harbor languages when meetings occur in areas where data suggests that translations are needed. RIPTA also honors requests for translations at our public meetings, when such requests are made within 72 hours of the hearing.

## **MONITORING AND EVALUATING LANGUAGE ASSISTANCE PLAN**

RIPTA has and will continue to conduct the following to monitor and evaluation the effectiveness of its Language Assistance Plan, and will make improvements where needed.

- Solicit feedback from the LEP community by distributing a questionnaire to the 12 organizations listed in the four-factor analysis and others identified during the year. Also, RIPTA will conduct driver and frontline staff surveys;
- Measure changes in the number and proportion of LEP persons eligible to be served by examining updates from the Voiance Language Service, the US Census and any available data from the public school districts in the RIPTA service area;
- Assess the demographic profile of public meeting attendees for whether language services are needed;
- Consider measuring actual frequency of contact by LEP persons by collecting information from the Customer Service Department, the new RIPTA website, from front-line employees, and through customer surveys of customers who request language assistance services;
- Conducting rider surveys to specifically collect LEP information;
- Assess any and all LEP complaints to improve access.

RIPTA’s monitoring are efforts are reflected in the Voiance data (Appendix, [Exhibit C](#)) and the results of the External and Internal LEP Surveys described in the Factor 2 section above.

RIPTA will make changes to its language assistance plan as needed, but at a minimum, the plan will be updated every three years to coincide with RIPTA’s Title VI submittal to the Federal Transit Administration.

RIPTA also has developed a policy regarding sub-recipients notifying them of their responsibility under Title VI to take reasonable steps to insure access to LEP populations. RIPTA will monitor their performance and compliance.

## LEP TRAINING

As of February 2018, RIPTA has approximately 551 front line employees identified as the most likely to come into contact with LEP persons. These employees are comprised of the following categories:

<b>Department</b>	<b>Count</b>
Fixed-Route Bus Operator	392
Ride Bus Operator	123
Supervisor	20
Customer Service	16

All these employees are trained to be aware and assist LEP individuals by directing to RIPTA's Customer Service, which will then connect them to Voiance. In addition, all vehicle operators carry Language Assistance cards written in the seven safe harbor languages and Arabic, which also provide information how to contact RIPTA customer service. These cards are also available at RIPTA stations and ticket windows.

## NOTIFICATION TO BENEFICIARIES OF PROTECTION UNDER TITLE VI

The following text is available as a brochure (Appendix, Exhibit E), in English and Spanish at the following locations: On RIPTA's website, on RIPTA transit centers in Kennedy Plaza, the Newport, and Pawtucket, at RIPTA's Elmwood Avenue operations and management facility, and on all fixed route buses and paratransit facilities. The Notice is also available on RIPTA's website in the seven safe harbor languages, and RIPTA is developing a way to provide the Notice in all eight languages in all locations where it is currently available in English and Spanish.

### **Information on Title VI Protecting Your Rights**

#### **What is Title VI?**

Title VI of the Civil Rights Act of 1964 is a federal statute declaring that no person shall be discriminated against or denied benefits on the basis of race, color, or national origin, in programs and services that receive federal financial assistance. To ensure that RIPTA customers are not discriminated against, we have adopted policies that promote equal access and quality service for all our customers.

#### **What Does Title VI Mean To You?**

The Rhode Island Public Transit Authority hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities.

Public transit agencies, such as RIPTA, are required to provide services in a fair and equitable manner to all passengers without regard to their race, color, or national origin. Title VI also requires RIPTA to reduce language barriers that may impede access to important services by customers who may not be proficient in English.



RIPTA also has a zero-tolerance policy prohibiting any form of unlawful discrimination.

For more information please go to the RIPTA website ([www.ripta.com](http://www.ripta.com))

### **What Services Are Available to Customers Who Are Not Proficient in English?**

Under Title VI, customers who are not proficient in English are entitled to assistance to help them access critical RIPTA information. If translation assistance is needed we can contact Voiance, which can provide telephone translation services in many languages, including Spanish, Portuguese, Chinese, Russian, and many more.

Additionally, RIPTA customer service agents and Supervisors are able to provide guidance for customers who are not proficient in English.

### **What Should You Do If You Have Complaint?**

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with RIPTA. When submitting a complaint, please include your contact information as well as details of the incident including what occurred, where and when, and the names, addresses, phone numbers and e-mail addresses of witnesses.

You may:

- Send a letter to:  
James Vincent  
Compliance Officer  
Rhode Island Public Transit Authority  
705 Elmwood Avenue  
Providence, RI 02907
- Call James Vincent RIPTA Compliance Officer at (401) 784-9500 ext. 1209.
- RIPTA Customer Support Services are available Monday-Friday 8:30 AM - 4:30 PM.
- Go to [ripta.com](http://ripta.com) and download a copy of the Title VI Complaint Form to fill out and send to the above address.

### **RIPTA Welcomes Your Feedback!**

RIPTA is committed to providing safe, efficient and quality transportation services to all the communities we serve. If you have any suggestion on how we can improve on our commitment to non-discrimination, or how we can better serve the needs of customers who are not proficient in English, we would like to hear from you.

## **CONSTRUCTION PROJECTS**

Since its 2015, RIPTA has not undertaken construction of facilities meeting the definition provided in Circular 4702.1B, Section III (13), Determination of Site or Location of Facilities. Any planning or construction of facilities undertaken in the future will be evaluated for potential Title VI or Environmental Justice impacts.

## **PUBLIC PARTICIPATION PLAN**

The Public Participation Plan (PPP) is a guide for RIPTA's ongoing public participation endeavors. Its purpose is to ensure that RIPTA utilizes effective means of providing information and receiving public input on transportation decisions from low income, minority and limited English proficient (LEP) populations.

Under federal regulations, transit operators must take reasonable steps to ensure that Limited English Proficient (LEP) persons have meaningful access to their programs and activities. This means that public participation opportunities, normally provided in English, should be accessible to persons who have a limited ability to speak, read, write, or understand English.

RIPTA's public involvement process aims to give the public ample opportunities for early and continuing participation in critical transportation projects, plans and decisions, and to provide full public access to key decisions. Engaging the public early and often in the decision-making process is critical to the success of any transportation plan or program, and is required by numerous state and federal laws.

### **I. INTRODUCTION**

#### **A. Rhode Island Public Transit Authority (RIPTA)**

RIPTA is a quasi-public, independent authority. Established in 1966, RIPTA is authorized to operate public transit services throughout the State of Rhode Island. The agency is governed by a governor-appointed eight member Board of Directors. RIPTA operates

3,159 daily trips on 57 statewide fixed bus routes. RIPTA provides discounted fares for seniors and persons with disabilities. Children ages 5 and under ride free when accompanied by an adult.

RIPTA provides a variety of written and oral language assistance services.

### **B. Purpose of the Public Participation Plan (PPP)**

RIPTA developed the PPP to guide public involvement efforts and enhance access to RIPTA's transportation decision-making process by low income, minority and limited English proficient (LEP) populations. The PPP describes the overall goals, guiding principles and appropriate outreach methods that RIPTA could use to reach out to low income, minority and LEP populations.

Pursuant to Federal Transit Administration (FTA) Title VI regulatory guidance, federal funding recipients and subrecipients should seek out and consider the viewpoints of minority, low income and LEP populations in the course of conducting public outreach and involvement activities.

To meet these requirements, RIPTA developed the PPP, a document intended as a guide for how RIPTA will deepen and sustain its efforts to engage diverse community members throughout its service area. The PPP aims to offer early, continuous and meaningful opportunities for the public to be involved in the identification of social, economic and environmental impacts of proposed transportation decisions at RIPTA. These examples have proven successful for RIPTA in doing outreach to these populations.

## **II. PUBLIC PARTICIPATION METHODS**

### **A. Introduction**

RIPTA will be successful in reaching out to low income, minority and LEP populations by utilizing a variety of methods to provide information, invite participation and seek input. Regardless of the method, RIPTA will select the most appropriate and feasible methods to support each public participation activity. Care should be taken to ensure that the selected methods are implemented in a manner that specifically targets the participation of low income, minority and LEP populations as well as the general public.

### **B. Methods and Considerations for Enhancing Participation**

#### ***1. Methods and Considerations for Enhancing Participation from Low Income Populations***

##### **1a. Meeting Considerations**

Meeting organizers will carefully consider meeting location and time in order to enhance participation from low income communities. RIPTA will coordinate meeting times with transit schedules ensuring that evening meetings occur while return transit trips are

readily available. Meetings will be held in accessible meeting locations, near or on a RIPTA bus line.

### **1b. Methods for Publicizing Participation Opportunities**

Publicity at RIPTA stations and/bus stops would be one of the more effective methods for publicizing participation opportunities to low income populations. RIPTA will publicize opportunities at Kennedy Plaza and the transit hubs in Pawtucket and Newport. On occasion, RIPTA does do posting at local bus stops in English and Spanish when publicizing a change along a particular section of a route—such as a detour.

## ***II. Methods and Considerations for Enhancing Participation from LEP Populations***

The availability of interpreters at meetings and translated outreach materials is crucial to enhancing participation from LEP populations.

### **2a. Meeting Considerations**

Meeting organizers will try to consider meeting location, time and accessibility in order to enhance participation from LEP communities.

### **2b. Methods for Publicizing Participation Opportunities**

Publicize participation opportunities to LEP populations at RIPTA bus stations. RIPTA will also use ethnic media sources and online notices to publicize meetings.

## ***III. Methods and Considerations for Enhancing Participation from Minority Populations***

RIPTA will do outreach at community events and through neighborhood notices via email, Facebook posts and Tweets. RIPTA has developed productive working relationships with community organizations that serve people of color. RIPTA's Compliance Officer is the president of the NAACP Providence Branch and has close connections with the Rhode Island Black Business Association, the Rhode Island Black and Latino Contactor Association, Progreso Latino, the Center for Southeast Asians, the Cambodian Society of Rhode Island and the Narragansett Indian Tribe.

## **C. Menu of Public Participation Methods**

The following menu of methods includes those used to inform, reach out and invite participation and seek public input.

### **1. Printed and Electronic Materials Produced by RIPTA**

Outreach information can be publicized in print materials produced by RIPTA such as newsletters, flyers and posters. RIPTA newsletters include the monthly RIPTA e-newsletter. RIPTA flyers include periodic one-page Passenger Bulletins distributed at bus stops in Kennedy Plaza. Vital information in printed materials is currently translated into Spanish. In accordance with the FTA Title VI Circular "safe harbor" guidance, RIPTA will provide at the top of its website written translation of vital documents in the eight

languages in Rhode Island with more than 1,000 estimated LEP persons. RIPTA also distributes notices/flyers through community partners.

## **2. Printed Materials Produced by Other Organizations**

Coordinating with community partners can be cost-effective and can help partner organizations provide information that is of interest to the groups they represent. Information can be publicized in local and regional community newsletters, church bulletins, flyers and other publications.

### **2a. Local Service Providers**

Local service providers regularly communicate with community members through their newsletters to provide information about local services and activities of interest. For example, Housing Authorities communicate regularly with the community they serve through rent notices. Other service providers identified by community members included: emergency food and housing centers, daytime drop-in service providers, food banks, travelers' aid groups, veterans organizations and drop-in service providers.

### **2b. Local Schools, Community Colleges and Universities**

RIPTA may be able to reach parents of schoolchildren by coordinating with local schools. Notices and flyers can be provided to the school, with students taking the notices home to their parents. RIPTA may also provide translated materials as recommended by school officials.

## **3. RIPTA Website**

RIPTA's website ([www.ripta.com](http://www.ripta.com)) is a communications tool that provides substantial information about RIPTA policies, strategies, programs and services. The website is available in simplified Chinese, Spanish, Portuguese, French and Italian. RIPTA also uses social networking applications such as Facebook and Twitter.

If Google Translate does not translate to the satisfaction of the customer, then they can now contact RIPTA's Customer Service Department, who can use Voiance Language Services to get a better translation. RIPTA has contracted with Voiance Language Services, which provides written and oral translation service in over 170 languages with 24/7 availability.

## **4. Station Information Resources**

RIPTA bus stations can provide information about RIPTA public participation opportunities, beyond basic fare and schedule information. RIPTA users can stay up to date on RIPTA public participation opportunities while they wait for their bus. Providing this information in multiple languages assists those with limited English proficiency. RIPTA currently provides brochures in English or English and Spanish.

Information resources located in RIPTA stations that are used to communicate schedule and service can also be used to conduct outreach. RIPTA newsletters, bulletin boards,

information kiosks and other information stations will also be used to promote participation opportunities.

### **5. Media Targeted to Ethnic Communities**

Participation opportunities can be publicized through radio, television and newspapers that serve both English speaking and language-specific audiences, especially Spanish. Some local news or radio shows and local publications, such as free neighborhood weekly papers, are considered to be good sources of information and events in the immediate area. RIPTA will tailor its message to the appropriate audience. RIPTA will continue outreach to numerous media outlets in the area that are targeted or appeal to ethnic communities. RIPTA will continue and expand advertising and outreach to local and ethnic media sources, including TV public service announcements, radio, print and web-based outlets.

### **6. Coordination with Community Events**

In cooperation with community organizations, RIPTA, mostly through its Commuter Resources RI Team, will continue its current practice of hosting information tables that provide materials about RIPTA service and outreach methods at community events and activities. These events can range in scale from large city-wide events to localized activities. Most community events can help RIPTA reach specific audiences such as seniors, youth, families with children, commuters and others.

### **7. Coordination with Other Agencies**

RIPTA will develop partnerships with agencies that regularly communicate with local residents. RIPTA will identify agencies who serve low income, minority and LEP populations and where they convene. RIPTA will reach out to the following types of agencies: faith-based, geographic-specific such as tenant associations, neighborhood and community, education, social services, recreation, environmental, political, youth- and senior-oriented organizations. RIPTA can work with these partners to provide information about public participation opportunities, included in notices and regular mailings sent by these agencies.

### **8. Regular Meetings of Civic and Community Organizations**

RIPTA will provide updates on its policies, projects, strategies and methods by participating periodically in scheduled meetings of local civic and community organizations. These gatherings provide an opportunity to make a presentation and answer questions. RIPTA does this on a limited basis—usually related to specific issues.

### **9. Community Meetings**

Meeting formats are tailored to help achieve specific public participation goals. Some meetings are designed to share information and answer questions. Others are designed to engage the public in providing input, establishing priorities and helping to achieve consensus on a specific recommendation.



For all meetings, the venue will be a facility that is fully accessible for persons with disabilities and, preferably, is served by public transit. The venue should be a location that is familiar and comfortable for the target audience. If a series of meetings are scheduled on a topic, RIPTA will consider different meeting locations, since no one location is usually convenient to all participants.

## **9a. Community Meeting Formats**

### *i. Open House*

This format provides opportunities for participants to receive information at their own pace by visiting a series of information stations that may include table top displays, maps, photographs, visualizations and other tools. Individual questions are responded to by staff and technical experts. Some open houses include a short educational presentation and comment period at a designated time. Participants are often given comment cards so they can provide written comments. Staff may be assigned to take verbal comments and transcribe them to provide a written record. The Open House Format can be effective when RIPTA is seeking to introduce a new concept or when a lengthy process has been finalized and RIPTA is sharing the final results.

### *ii. Large Group Discussion*

These meetings are usually focused on a specific topic and feature an informational presentation followed by a comment period. The comment period can be formal or informal depending on the number of participants and the meeting venue. Individual comments are often limited to 2-3 minutes, especially when there are a large number of people wanting to comment. This format can also include some interactive techniques suitable for a large group such as electronic or show of hands polling or short questionnaires or surveys.

## **9b. Community Meeting Considerations**

### *i. Scheduling*

RIPTA staff will coordinate the scheduling of community meetings with community partners to minimize conflicts. However, some scheduling conflicts may be unavoidable when a public participation activity is urgent or linked to a time-sensitive topic.

### *ii. Meeting Locations*

Convenient and comfortable meeting locations are key to soliciting active public participation, particularly in low income, minority and LEP communities. RIPTA can host meetings in venues including the local branch libraries, YMCA, local school or community college, churches and many others. It is important that meetings are held in different venues since it is unlikely that no one location is ideal for all community members. Meeting locations can be rotated to ensure access for as many community members as possible. Community partners should be reminded that regardless of the popularity or convenience of a venue, RIPTA is required to conduct all public participation methods in locations that are fully accessible to persons with disabilities and the venues should be served by public transit.

### *iii. Meeting Times*

Public participation methods can be scheduled at varying times of day and on different days of the week, especially weeknights after traditional work hours.

## **10. Focus Groups /Stakeholder Meetings**

RIPTA will continue to host discussion groups held with small, targeted groups of participants on an as needed basis. Focus groups can provide in-depth information about projects, plans or issues that may impact a specific group or community. These groups can be both formal and informal and can be conducted in a specific language. RIPTA will proactively include low income, minority and LEP communities.

## **11. Special Events**

RIPTA will develop special events to announce, highlight or kick-off its outreach about a policy, program, project or activity. Events can be region-wide or focus on a specific station or area.

## **12. Walking Tours and On-Site Meetings**

RIPTA can host walking tours and on-site meetings specific to locations that interest the public in order to highlight an initiative, project or facility. Walking tours can be primarily educational and RIPTA may ask participants to complete a survey or questionnaire during or after the tour. Walking tours may be helpful in helping RIPTA collect community opinion on issues such as station improvements and proposed extensions. RIPTA can work with community partners to host language specific meetings. For example, meetings can be held for specific populations in Spanish-only and Portuguese-only.

## **13. Telephone Information and Comment Line**

All RIPTA Customer Service Agents have access to Voiance Language Services, which is an over-the-phone interpretation (OPI) service. The service allows RIPTA Customer Service Agents to call Voiance when a customer is unable to speak English. The professionally trained and tested OPI interpreters listen to the customer, analyze the message and accurately convey its original meaning to the RIPTA staff member, then respond to the customer in his/her own language. Voiance offers interpretation in over 170 languages.

## **D. RIPTA's Ongoing Public Participation Methods**

RIPTA will continue to promote and enhance the use of its ongoing public participation methods to reach out to low income, minority and LEP populations. RIPTA is committed to reducing the barriers encountered by LEP persons in accessing its services and benefits, to the extent resources are available.

RIPTA will conduct proactive outreach to expand the reach, inclusivity and effectiveness of these ongoing methods. Examples of these existing methods include:

- RIPTA website ([www.ripta.com](http://www.ripta.com));
- RIPTA Facebook page;
- RIPTA communications via Twitter;
- Regular newsletters/flyers distributed through RIPTA stations and bus stops;
- Regular communications with media;
- RIPTA Board meetings;
- Focus groups;
- Partnerships with Community Based Organizations;
- Digital boards and televisions;
- Communication with elected officials;
- Press briefings and news releases;
- Regular emails to community members;
- Participation in community fairs and festivals;
- Sponsorship of major community events;
- Passenger bulletins in stations;
- Educational tours and briefings;
- Voiance Over the Phone Interpretation (OPI) Service;
- Language interpreters at public meetings;
- Written language assistance services

## PUBLIC OUTREACH AND INVOLVEMENT ACTIVITIES

In its public outreach efforts RIPTA works to involve customers and the general public, including the minority, low-income, and LEP populations. RIPTA utilizes a variety of approaches to communicate with interested parties and members of the public at large, and the agency is continually working to improve its outreach.

Over the past three years, we have worked on a variety of projects that have involved public outreach and examples are below.

### **Outreach for RIPTA Fare Study**

In the fall of 2015, RIPTA conducted a Fare Study in order to: (1) identify challenges related to RIPTA’s fare payment system; (2) evaluate the overall effectiveness of this system; (3) assess the capabilities of existing equipment and the potential to introduce new technologies; and (4) recommend changes and policies to make the system more efficient to operate and more convenient to riders across the state. Public outreach included the following:

- Media release issued to press;
- Passengers notified via social media and e-newsletter;
- Onboard digital ads, in both English and Spanish, were displayed on all buses;
- RIPTA.com was updated with the Fare Study information;
- Public hearing notices were posted approximately 14 days in

advance of the hearings on the RIPTA website and in local newspapers in English and Spanish. Notices were also posted at RIPTA stations and were distributed on vehicles;

- In November 2015, twelve public hearings were held in Bristol, Providence, South Kingstown, Warwick, Newport, Woonsocket and Pawtucket, thus covering all five Rhode Island counties;

**Outreach for RIPTA Fare Increase:** Based on the Fare Study, RIPTA increased fares and introduced a new fare product on March 1, 2016. Public outreach included the following:

- Media release issued to press;
- Passengers notified via social media and e-newsletter;
- Onboard digital ads, in both English and Spanish, were displayed on all buses;
- RIPTA.com was updated with the fare information.
- Placed radio advertisements in English, Spanish and Portuguese (Someone needs to confirm dates and stations);
- Displayed counter cards, in English and Spanish, at sales outlets to announce new RIde Fare product for paratransit passengers;

**Outreach for Newport Transportation and Visitors Center Repair and Restoration:**

Starting in mid-2015, RIPTA began design work on the roughly \$6 million repair and restoration of the exterior the visitors' center which had been badly damaged by Hurricane Sandy. Public outreach included the following:

- Media releases issued to press at key points in the project;
- Worked closely with Newport City officials to ensure that residents were kept up to date on the project;
- Created Design Review Committee consisting largely of representatives of Newport;
- Provided information to RIPTA's State Transportation Advisory Committee;
- Presented Project information to RIPTA's Accessible Transportation Advisory Committee (ATAC) on October 22, 2015;
- ATAC site visit conducted;
- Site visit conducted with representative of Governor's Commission on Disabilities;
- Worked with the community group called Alliance for a Livable Newport;
- (ALN) for further community outreach. Working with ALN, held two Community meetings in 2015 and 2016;
- Worked with State Legislators representing the area to make sure all constituent questions were answered;
- Worked with Rhode Island Department of Transportation to ensure that

public alerts were sent when construction work or temporary bus berthing affected Newport roads;

- Presented public updates at Newport City Council meetings
- RIPTA.com was updated with project updates Passengers notified of project updates via social media and e-newsletter;

**Outreach for Pass Requalification Process for Passengers in Free Fare Program:** In April 2016, RIPTA began a requalification process for the nearly 15,000 passengers enrolled in its no fare program for low-income seniors and persons with disabilities. Public outreach included:

- Media releases issued to press;
- Passengers notified via social media and e-newsletter;
- Staffed bilingual employees at requalification offices in Kennedy Plaza and at RIPTA Headquarters, 75 Elmwood Avenue;
- Shared information with community groups such as the RI Community Organizing Project;
- Placed Spanish advertisements in the *Nuevos Horizontes* newspaper in March and July 2016;
- Placed English advertisements in the *Senior Digest* and the *Providence Journal* in March and July 2016;
- Placed radio advertisements in English, Spanish and Portuguese on at least six local radio stations in the following time blocks: 4/4/2016 to 6/26/2016, 7/18/2016 to 9/1/2016, and from 11/28/2016 to 12/25/2016;
- Onboard digital ads were displayed on all buses;
- Distributed flyers, in English and in Spanish, at numerous public and community sites across the state, including: meal sites, senior centers, city and town halls, public libraries;

**Outreach for Bus Stop Design Guide:** In 2016, RIPTA worked with the Rhode Island Department of Transportation in creating a bus stop design guide to standardize bus stop features and inform the state and municipalities when working on roads. Public outreach included:

- Three public informational meetings in the north, south and central regions of the state held on June 9, June 15, and June 20, 2016;
- Presentation and discussion with RIPTA's Accessible Transportation Advisory Committee (June 2016);
- Communication with various stakeholder groups including, municipal officials, RI Governor's Commission on Disabilities, RIPTA Riders Alliance, GrowSmart RI, Coalition for Transportation Choice, and business leaders;
- Media release issued to press;
- Passengers notified via social media and e-newsletter;
- Onboard digital ads were displayed on buses;

- RIPTA.com was updated with the Bus Stop Design Guide information.

**Outreach for Proposed Service Changes:** In April 2016, RIPTA announced it would make cost neutral changes to Bus Routes 32, 33, 34, 35, 40, 50, 52, 58, 78 and 92. Public outreach included the following:

- Media release issued to press;
- Passengers notified via social media and e-newsletter;
- Onboard digital ads, in both English and Spanish, were displayed on all buses;
- RIPTA.com was updated with the proposed changes;
- Public hearing notices were posted approximately 14 days in advance of the hearings on the RIPTA website and in local newspapers in English and Spanish. Notices were also posted at RIPTA stations and were distributed on vehicles;
- In April 2016, four public hearings were held in East Providence and Providence.

**Outreach for Customer Satisfaction Survey:** In 2015 and 2016, RIPTA invited customers to take the annual American Bus Benchmarking Group (ABBG) Customer Satisfaction Survey, available online in English and Spanish. The survey dates were from Monday, April 13 through Sunday, May 10, 2015, Monday; April 4 through Sunday, May 1, 2016; and again Monday, April 24 – Sunday, May 21, 2017. Surveys like these help RIPTA better understand its customers’ opinions of existing service and priorities areas that need improvement. Public outreach included the following:

- Onboard digital ads, in both English and Spanish, were displayed on all buses;
- RI Organizing Project was contacted for help in reaching diverse populations.
- RIPTA generated printed copies of survey for distribution at meal sites and community centers. Printed copies in English and Spanish were also available at RIPTA Customer Service stations at 705 Elmwood Ave., Providence;
- RIPTA.com was updated with the survey information;
- Media release issued to press;
- Passengers and community partners notified via social media and e-newsletter;
- Surveys in English and Spanish were distributed onboard and at bus stations.

**Outreach for Updating Rhode Island’s Coordinated Public Transit/Human Services Plan:** In 2017, RIPTA began work on updating the State’s human services transportation plan per federal regulations. The Coordinated Plan is intended to identify the



transportation needs of senior Citizens, persons with disabilities, and low-income individuals. Public outreach included:

- Press releases to media;
- Coordination with advocacy groups and service providers including senior centers, health care providers, community health organizations, disability service providers, community organizers, and community action agencies as well as the Governor’s office, RI Department of Health and Human Services, RI Office of Veterans Affairs, RI Department of Elderly Affairs, Governor’s Commission on Disabilities;
- Stakeholder meetings;
- Public meetings across the state: July 11, 2017 in South Kingstown, July 13, 2017 in Cranston, July 18, 2017 in Newport, July 20, 2018 in Pawtucket;
- Meeting Invitations sent to elected officials for distribution to constituents;
- Email blasts, meeting invites, and surveys distributed to more than 150 stakeholders;
- Project information and updates on [www.ripta.com](http://www.ripta.com);
- Postings on social media;

**Outreach for Veterans Pilot Pass Program:** In May 2017, RIPTA and the Rhode Island Office of Veterans Affairs (RIOVA) announced a new pilot bus pass program for local veterans. This limited pilot “Veterans Bus Pass Program” will provide qualified U.S. military veterans with free, unlimited rides on RIPTA’s fixed-route buses through the end of 2017. Public outreach included the following:

- Digital signage posted on board all RIPTA buses;
- RIPTA.com was updated with the program information;
- Media release issued to press;
- Provided Information to the Rhode Island Office of Veterans Affairs for use in targeted email blasts to their various veterans’ communities;
- Passengers and community partners notified via social media and e-newsletter;

# CHAPTER THREE

## DEMOGRAPHIC DATA & MAPS

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### DEMOGRAPHIC AND SERVICE PROFILE MAPS AND CHARTS

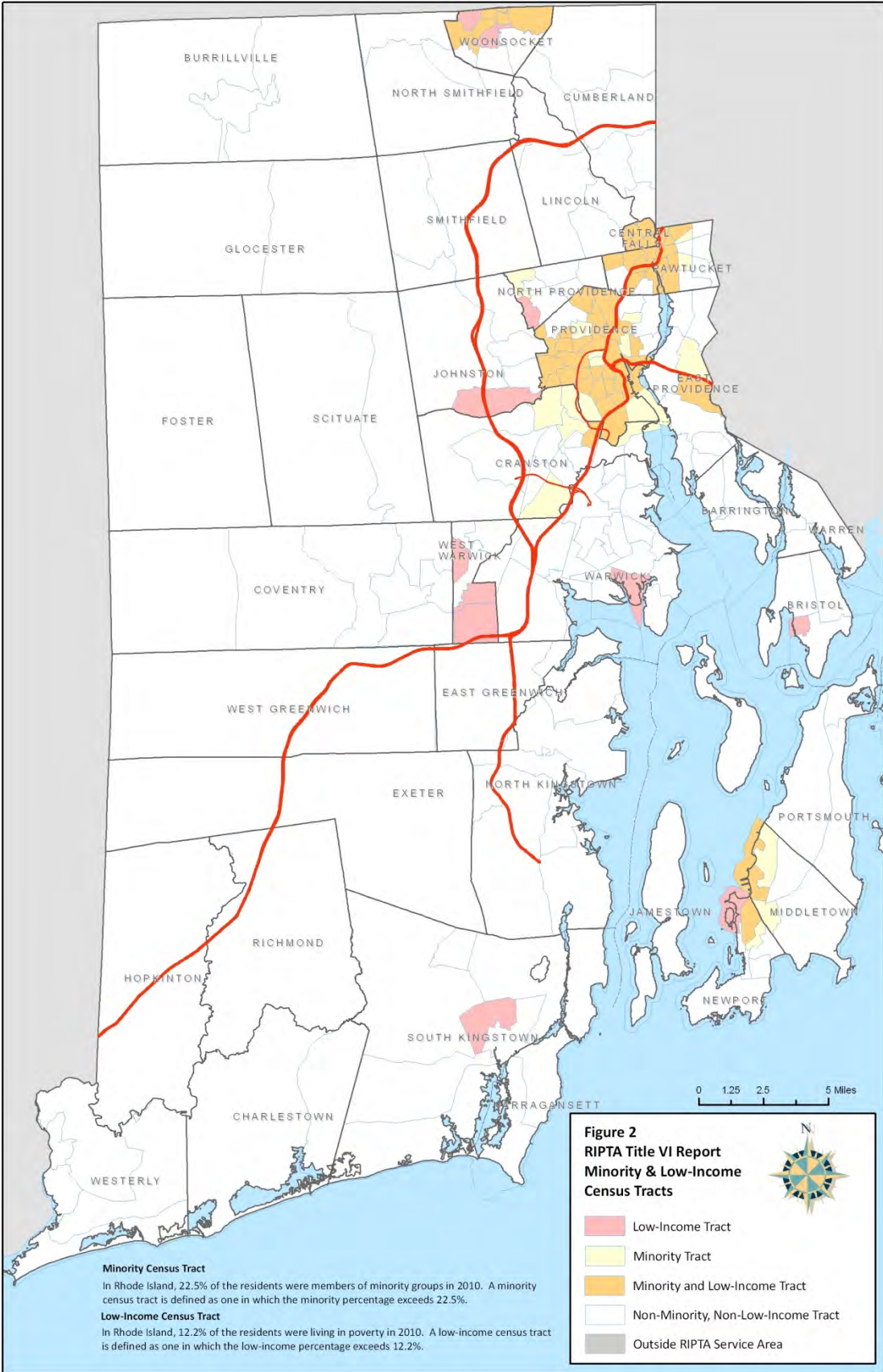
In 2010, the U.S. Census identified 1,052,567 residents in Rhode Island. Rhode Island's minority population includes African Americans, Asians, American Indians and Alaskan Natives, Pacific Islanders, people of Hispanic or Latino origin, other non-white races, and persons of two or more races. In Rhode Island, 22.5% of the residents were members of minority groups in 2010.

The 2010 Census shows that 12.2% of Rhode Island families are living in poverty. Figure 2 below illustrates all of the census tracts in the state that have a poverty rate of 12.2% or higher and/or a minority population of 22.5% or higher. Most of the minority and low-income population are concentrated in the Providence metropolitan area, Newport and Woonsocket. These are also localities that receive the bulk of RIPTA services.

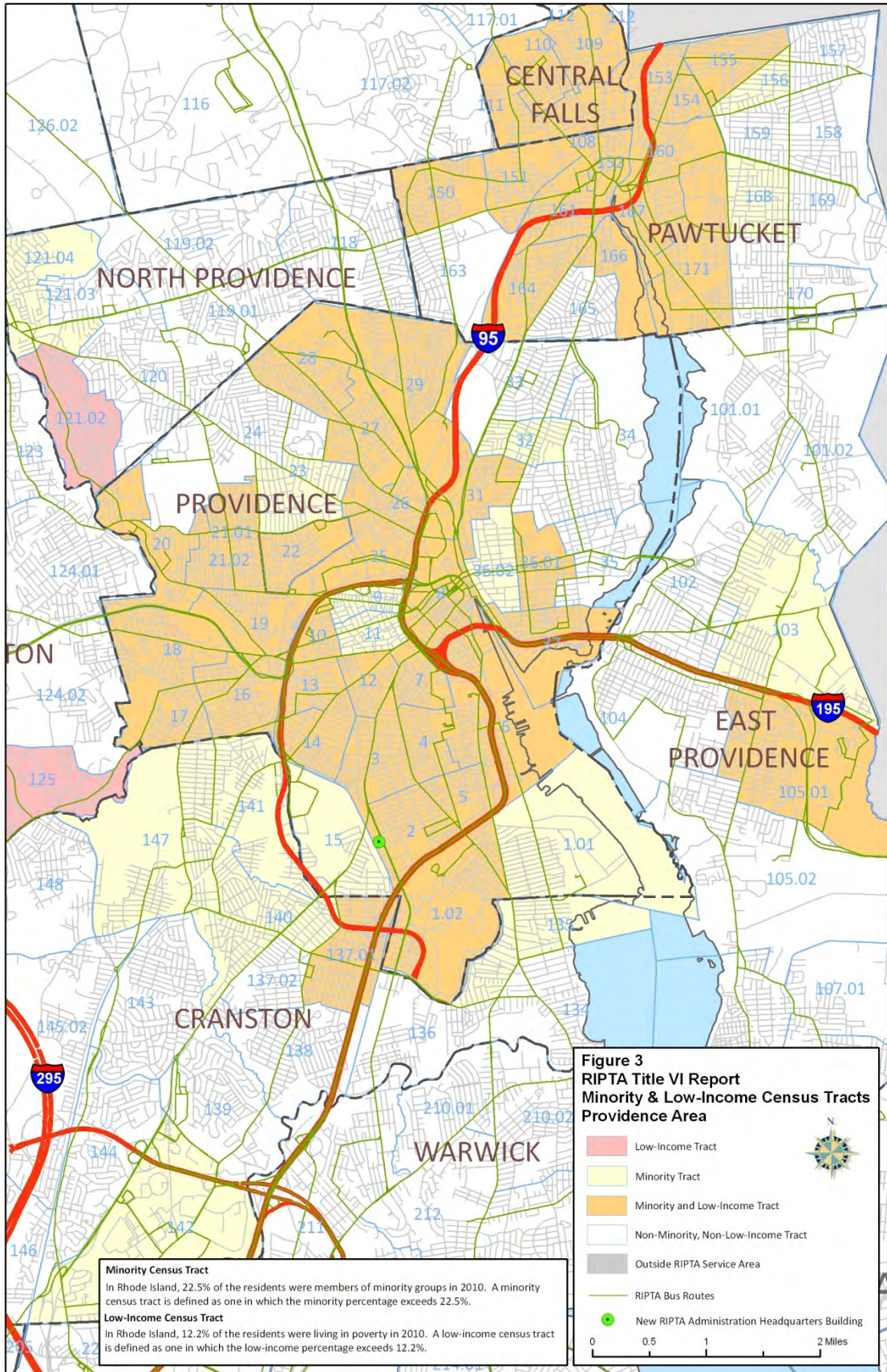
The following maps show the distribution of minority and low-income populations in Rhode Island:

1. Figure 1: Base Map
2. Figure 2: Minority and Low-Income Census Tracts
3. Figure 3: Minority and Low-Income Census Tracts, Providence Area









## DEMOGRAPHIC RIDERSHIP AND TRAVEL PATTERNS

In 2016, RIPTA conducted an on-board survey of 6,799 riders. Questions were asked regarding customer satisfaction, rider frequency, fare type used, origin and destination, transfer activity, as well as demographics, including household income, age, gender, race/ethnicity, and language spoken at home.

This survey report can be viewed at Appendix, Exhibit F.

## MINORITY REPRESENTATION ON PLANNING BODIES AND ADVISORY BODIES

The Rhode Island Accessible Transportation Advisory Committee (ATAC) is expected to assist RIPTA's management with its compliance with all applicable provisions of the America with Disabilities Act (ADA) and other civil rights laws as they apply to public transportation systems in Rhode Island.

Any person who has a disability or who represents an organization concerned with disability issues can be an ATAC member. Membership is established at the first ATAC meeting of the year; new members are voted in by the ATAC.

To encourage membership of minorities to this committee RIPTA has utilized its website and email list. The committee currently has 22 members including an African American male. To bring more diversity to the ATAC, RIPTA will continue to assist in the recruitment for potential members from minority groups by reaching out to our community partners and also to groups who serve the disabled community.

## SUBRECIPIENT COMPLIANCE

RIPTA currently has no subrecipients. During the 2016-2018 period RIPTA had one subrecipient, the Rhode Island Department of Transportation (RIDOT). As a direct recipient of FTA funds, RIDOT submits its own Title VI plan directly to the FTA. Final expenditure on this subrecipient contract was made on June 20, 2016.

# CHAPTER FOUR

## SERVICE STANDARDS AND POLICIES

### SYSTEMWIDE SERVICE STANDARDS

To prevent discriminatory service design or operation, the FTA circular requires transit agencies to adopt system-wide service standards for vehicle load, vehicle headway, on-time performance, and service availability.

### VEHICLE LOADING

RIPTA will design its services to keep the number of passengers on its vehicles at a comfortable level, always within the limits of safety. In peak periods, this means that some passengers may be expected to stand for part of the trip. In off-peak periods and for service that operates for long distances, service will be designed to try to provide a seat to all customers.

Two different techniques are used to keep passenger loads within acceptable levels. The first is to match vehicle types with ridership levels, and to use larger vehicles on higher ridership routes. The second method is to provide more frequent service, with service frequencies set to keep passenger loads within the limits presented in Table 1.

The vehicle load standard is calculated on the basis of an average for the both the peak and off-peak periods, at the busiest point on the route. For instance, if a service operates at 15-minute frequency, then four buses would pass the busiest point in an hour. The average number of passengers for these four buses must fall within the service standards, even though any one bus may be more crowded than the average. If the standard is exceeded for the average calculation, RIPTA will consider more frequent service or larger vehicles to improve the situation.

**TABLE 1 | AVERAGE VEHICLE LOADING MAXIMUMS**

	RAPID BUS	KEY CORRIDOR	URBAN RADIAL	NON-URBAN/ SUBURBAN/ CROSSTOWN	REGIONAL	EXPRESS	FLEX
<b>Average Maximum Passenger Loading</b> (as a percentage of seating capacity)							
Peak	120%	120%	120%	120%	100%	100%	100%
Off-Peak	100%	100%	100%	100%	100%	—	100%

*Note: Maximums are averages over one-hour periods; individual trips may exceed averages.*



**TABLE 2 | VEHICLE CAPACITIES**

	60' ARTICULATED BUS	RAPID BUS	40' BUS	35' BUS	35' TROLLEY	FLEX VEHICLE
<b>100% of Seating Capacity</b>	55	36	36	28	28	16
<b>120% of Seating Capacity</b>	66	43	43	34	34	n/a

*Note: RIPTA does not currently operate articulated vehicles, but may do so in the future.*

## MINIMUM SERVICE FREQUENCIES

Service frequency (the time interval between two vehicles traveling in the same direction on the same route) has a major influence on transit ridership; high frequency service is often considered a key characteristic for attractive service. At the same time, frequency has a significant impact on operating costs, and service requirements increase exponentially with improvements in service frequency.

Because of the expense of high frequency service, transit service frequency is normally based upon existing or potential demand. This often translates into variations in service frequency throughout the day, with higher frequency in peak periods, and less frequent service outside of the peak.

In general, frequencies are established to provide enough vehicles past the maximum load point(s) on a route to accommodate the passenger volume and stay within recommended loading standards. Minimum service frequency guidelines are presented in Table 3. Note that when a corridor is served by multiple routes, effective service frequencies in the corridor would be more frequent than those for individual routes. For certain routes serving outlying areas of the state, service areas may be reduced to maintain satisfactory farebox recovery ratios. As with all standards, this service frequency matrix should be considered a guide, not an absolute measure.

**TABLE 3 | MINIMUM SERVICE FREQUENCY GUIDELINES (MINUTES)**

	RAPID BUS	KEY CORRIDOR	URBAN RADIAL	NON-URBAN/ SUBURBAN/ CROSSTOWN	REGIONAL	EXPRESS/ COMMUTER	FLEX
<b>Weekdays</b>							
Early AM	30	30	60	60	60	—	n/a
AM Peak	10	15	30	60	60	3 trips	n/a
Midday	10	20	60	60	60	—	n/a
PM Peak	10	15	30	60	60	3 trips	n/a
Night	30	30	60	60	120	—	n/a
<b>Saturdays</b>							
All Day	15	30	60	60	—	—	n/a
<b>Sundays</b>							
All Day	15	30	60	60	—	—	n/a

*Note: “—” indicates that the guideline does not apply. Also, the guidelines apply to services that are provided, and do not imply that all services will be provided at all times.*

Clock-face service intervals (e.g. every 10, 12, 15, 20, 30 or 60 minutes) are easier for passengers to remember and can help facilitate better transfer connections between routes. Whenever possible, frequencies should be set at regular clock-face intervals. However, there are two key exceptions:

- Where individual trips must be adjusted away from clock-face intervals to meet shift times, work times, transfer connections, or other special circumstances; and
- Where the desired frequency of service causes round trip recovery time to exceed 20% of the total round trip vehicle time, leading to inefficient service.

## ROUTES SHOULD OPERATE ALONG A DIRECT PATH

Passengers and potential passengers alike prefer faster, more direct transit services. In RIPTA’s quest to remain competitive with the automobile, special attention should be placed on designing routes to operate as directly as possible to maximize average speed for the bus and minimize travel time for passengers while maintaining access to service. Routes should not deviate from the most direct alignment unless there is a compelling reason. Directness of service is affected by a series of factors, some under RIPTA’s control, and others due to the environment in which service operates. Some of these factors include:

### SERVICE FACTORS WITHIN RIPTA’S CONTROL

- Directness of individual routes (meandering)
- Connectivity throughout route network (transfers)
- Operating characteristics (number of stops, express/local operation, etc.)

### ENVIRONMENTAL FACTORS BEYOND RIPTA’S CONTROL

- Traffic congestion
- Geography
- Accessibility of streets from adjacent areas
- Street geometry and turning movements
- Traffic signals and controls

## ROUTE DEVIATIONS SHOULD BE MINIMIZED

As described above, service should be relatively direct. The use of route deviations—the deviation of service off of the most direct route—should be minimized.

However, there are instances when the deviation of service off of the most direct route is appropriate, for example to avoid a bottleneck or to provide service to major shopping centers, employment sites, schools, etc. In these cases, the benefits of operating the route off of the main route must be weighed against the inconvenience caused to passengers already on board. Route deviations should be implemented only if:

1. The deviation will result in an increase in overall route productivity.
2. The number of new passengers that would be served is equal to or greater than 25% of the number of passengers who would be inconvenienced by the additional travel time on any particular deviated trip.
3. The deviation would not interfere with the provision of regular service frequencies and/or the provision of coordinated service with other routes operating in the same corridor.

In most cases, where route deviations are provided, they should be provided on an all-day basis. Exceptions are during times when the sites that the route deviations serve have no activity—for example route deviations to shopping centers do not need to serve those locations early in the morning before employees start commuting to work.

## ON-TIME PERFORMANCE

On-time performance is a measure of runs completed as scheduled. RIPTA measures on-time performance at every timepoint, on every trip, every day, barring equipment malfunctions. On-time performance is reported and evaluated by route. Due to unavoidable variability in conditions, a bus will be considered on-time if it passes a timepoint between 1 minute early and 5 minutes late. RIPTA strives for the best on-time performance possible, but we will view a bus route to be meeting minimum on-time performance standards if it meets or exceeds the average on-time performance of a group of peer agencies known as the American Bus Benchmarking Group (ABBG). Currently, the ABBG average is 79% on-time, though this number will adjust over time.

## SERVICE COVERAGE

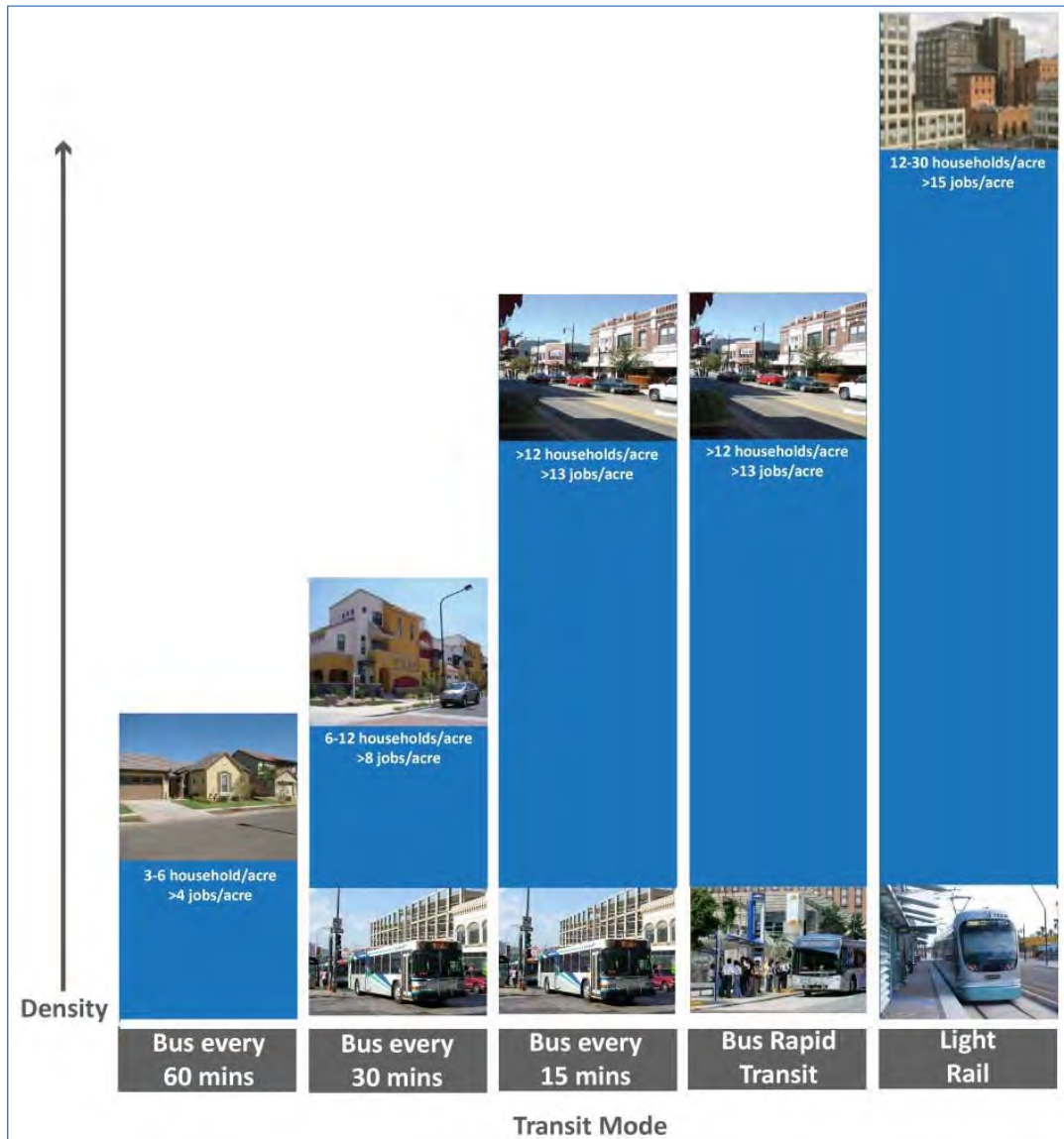
RIPTA's enabling legislation provides RIPTA with the authority to operate transit service throughout Rhode Island. As the state's designated Mobility Manager, RIPTA receives many requests for service from citizens who are not within walking distance of any route, or who desire that existing routes be expanded to serve new destinations. Transit cannot be effective and productive in all environments, but RIPTA does strive to provide service in all transit-supportive areas.

Population and employment densities are one of the strongest indicators of potential transit demand. Figure 1 on the following page provides a general guideline for where different levels of transit service may be warranted. Once densities begin to exceed three to six households per acre or four jobs per acre, fixed route bus services may be viable. More densely developed areas may warrant higher levels of transit service.

Population and employment density should be used to evaluate the potential for service. If densities are relatively high along a continuous corridor, or if the corridor connects major activity centers or hubs, a higher level of service may be warranted. If densities meet the minimum guidelines, but only exist in small or scattered areas, travel demand may not be sufficient to support transit. Or, a lower level of transit – such as Flex or on-demand services – may be warranted.

Other factors must also be considered when deciding whether an area can support productive transit service. These include demographic data within the corridor, such as the number of transit dependent individuals and household incomes. State goals, including whether the area falls within RI's designated growth boundary or is a designated activity center, should be considered. Other local conditions, such as the cost of parking, can increase transit demand. Note that these guidelines only apply to the evaluation of potential service; existing service should not be evaluated with these service coverage guidelines.

FIGURE 1 | TRANSIT SUPPORTIVE POPULATION AND EMPLOYMENT DENSITIES



Source: Composite data compiled by Nelson\Nygaard from various sources.

### STOPS SHOULD BE SPACED APPROPRIATELY

The distance between stops is of key concern to RIPTA. More closely spaced stops provide customers with more convenient access as they are likely to experience a shorter walk to the nearest bus stop. However, transit stops are also the major reason that transit service is slower than automobile trips, since each additional stop with activity requires the bus to decelerate, come a complete stop, load and unload riders, and then accelerate and re-merge into traffic. Since most riders want service that balances convenience and speed, the number and location of stops is a key component of determining that balance.

RIPTA provides different types of transit services that are tailored toward serving different types of trips and needs. In general, services that emphasize speed (e.g. Rapid Bus or Express routes) should have fewer stops, while services that emphasize accessibility should have more frequent stops.

The minimum stop spacing (or maximum stops per mile) are shown in Table 4. Where multiple routes operate in the same corridor, the standard for the higher service type applies. Express/commuter services are not required to serve every stop in a corridor. Exceptions to these guidelines should only be made in locations where walking conditions are particularly dangerous, significant topographical challenges impede pedestrian access, and factors compromise safe bus operations and dwelling.

**TABLE 4 | BUS STOP SPACING GUIDELINES**

	RAPID BUS	KEY CORRIDOR	URBAN RADIAL	NON-URBAN/ SUBURBAN/ CROSSTOWN	REGIONAL	EXPRESS/ COMMUTER	FLEX
<b>Minimum Stop Spacing (feet)</b>							
Moderate to High Density Areas	1,100	900	900	660	900	900	n/a
Low Density Areas	1,300	1,300	1,300	1,100	1,100	1,100	n/a
<b>Maximum Stops per Mile</b>							
Moderate to High Density Areas	5	6	6	8	6	6	n/a
Low Density Areas	4	4	4	5	5	5	n/a

*Notes: Moderate to high density = greater than or equal to 4,000 persons per square mile; low density = less than 4,000 persons per square mil*

## SYSTEMWIDE SERVICE POLICIES

The FTA circular requires system-wide service policies for vehicle assignment and distribution of transit amenities. Policies differ from standards in that policies are not necessarily based on a quantitative threshold.

## DISTRIBUTION OF TRANSIT AMENITIES

The FTA circular defines transit amenities as items of comfort, convenience, and safety that are available to the general riding public. FTA requires RIPTA to set policy to ensure equitable distribution of transit amenities across the system. The circular requires that RIPTA maintain service policies for the distribution of various transit amenities, including seating, bus shelters, provision of information, escalators, elevators and waste receptacles. The following policies address how amenities are distributed within RIPTA’s system.

### a. Seating

All of RIPTA’s shelters have benches. RIPTA does not have a program to provide benches at other bus stops.

**b. Bus Shelters**

A major concern of transit riders, especially regarding inclement weather, is the amount of time spent on the street exposed to the elements. The abundance of cold and windy conditions is of particular concern in Rhode Island.

The placement of shelters and the development of a priority location program will be based on the number of boarding and/or transferring passengers at a specific stop. Shelters should be provided at all stops which serve 100 or more boarding and/or transferring passengers or which serve concentrations of elderly or handicapped residents.

Additional guidance for bus shelters is provided in the new Bus Stop Design Guide, completed in April 2017 in cooperation with the Rhode Island Department of Transportation. This new document establishes clear guidance on how to consider and better integrate transit into the roadway network throughout the state, and improve bus operations and the passenger experience at bus stops.

**c. Provision of Information**

Timetables are provided at all transit hubs in the RIPTA system. RIPTA does not provide timetables at other bus stops.

**d. Escalators**

RIPTA does not have any escalators located at fixed guideway stations.

**e. Elevators**

RIPTA does not have any elevators located at fixed guideway stations.

**f. Waste Receptacles**

RIPTA provides waste receptacles at all transit hubs. RIPTA does not have a program to provide waste receptacles at other bus stops.



## VEHICLE ASSIGNMENT

Vehicle assignment refers to the process by which vehicles are placed into service throughout the system. Vehicles are assigned to routes based on ridership demands, with newer vehicles being rotated across all routes. The age and quality of vehicles assigned to routes will not be determined on the basis of race, color, or national origin.

Specific vehicles may be assigned to routes when required by operating conditions, such as cases where a smaller bus is required to provide service on narrower streets, and in instances where a bus has special branding for a specific route or service type. In addition, hybrid buses, which operate more efficiently in an urban setting, whenever possible, will be assigned to routes in which the majority of the route miles are located within urban areas on local streets, characterized by frequent stopping, as opposed to being used on Express routes and other routes that operate on highways or rural areas with few stops.

# CHAPTER FIVE

## SERVICE AND FARE CHANGES

### SERVICE CHANGE EQUITY ANALYSIS

It is the policy of RIPTA to assess the potential for discriminatory impacts of service changes, to conduct equity analyses, and to mitigate negative impacts appropriately.

#### Determining When an Equity Analysis is Needed

##### *Major Service Changes*

Major service changes are evaluated to determine whether they will result in a disparate impact on minority riders or a disproportionate burden on low-income riders. RIPTA defines major service changes as the following:

1. The establishment of new transit lines
2. Within an 18 month period, cumulative increases or decreases of more than 25% in the annual transit revenue vehicle miles operated on a corridor
3. Within an 18 month period, cumulative increases or decreases of more than 25% in the annual number of service hours scheduled on a corridor

Rationale: In establishing this definition, RIPTA considered the nature of service provided throughout its statewide system, and the manner in which service changes are implemented. RIPTA conducts ongoing service monitoring, and pursuant to this monitoring implements incremental service changes that tend to be relatively small, rather than sweeping and bold. In order to protect riders from the incremental erosion of service over time – for instance on a low-performing route – it was decided that the cumulative impact of changes should be tracked over an 18-month period to ensure that a series of relatively small changes do not result in major changes over time. Because RIPTA’s service guidelines consider service hours and vehicles miles in monitoring service, these units were selected to ensure accountability and consistency in the service modification and monitoring process.

A 25% threshold was selected based on a review of RIPTA routes in terms of service span, frequency, service miles, service hours, and the number of vehicles being operated on each route. This threshold allows for flexibility in implementing periodic, minor service changes based on evolving passenger demands, demographics, and economic development opportunities, while ensuring RIPTA’s accountability for changes resulting

in greater impacts to passengers. The 25% threshold protects both equity and RIPTA's ability to make simple service adjustments designed to maximize route productivity.

Exceptions: major service changes exclude changes to service that are caused by:

1. Discontinuance of a temporary or demonstration service change that has been in effect for less than 180 days;
2. Routine seasonal service changes, such as modifications to accommodate student ridership;
3. An adjustment to service levels for new routes that have been in revenue service for less than one year (allowing RIPTA to respond to actual ridership levels observed on those new routes);
4. Acts of other governmental agencies;
5. Forces of nature, such as flooding and earthquakes;
6. Failures of infrastructure such as bridges, tunnels, or highways; and
7. A reduction in transit revenue vehicle miles on one route that is offset by an increase in revenue vehicle miles on the overlapping section of another route

#### *Adverse Effect*

Once a major service change has been identified, potential adverse impacts are considered to determine whether an Equity Analysis must be conducted. Potential adverse impacts include span of service reductions, frequency reductions, re-routing, and route or route segment eliminations.

For the purposes of this policy, RIPTA considers an adverse effect to be a geographical or time-based reduction in service impacting more than 20 passengers that includes:

1. Span of service reductions of more than one hour total;
2. Frequency reductions of more than fifty percent (50%);
3. Route segment eliminations that results in a walk of over 1/2-mile to the nearest bus stop from the former stop;
4. Re-routing that results in a walk of over 1/2-mile to the nearest bus stop from the former stop; and
5. Route elimination.

Based on input from affected communities, RIPTA may conduct an equity analysis on a service change anticipated to generate adverse effects below the thresholds noted above.

## EQUITY ANALYSIS

### *Disparate Impact Policy*

This policy establishes a threshold for determining whether a given action has a disparate impact on minority populations.

A disparate impact for a major service change occurs when more than 62.2% of the population bearing adverse effects belongs to minority groups. This policy is designed to reflect populations that meaningfully exceed RIPTA's system-wide average of 52.2% minority ridership, based on 2016 rider survey data. Minority routes are as follows:

MINORITY ROUTES	
Route	Minority Percent
6	73.9%
11 / R Line	64.4%
17	64.7%
18	78.7%
34	65.0%

In the course of performing a Title VI Equity Analysis, RIPTA analyzes how a proposed action would impact minority as compared to non-minority populations. In the event a proposed action has a negative impact that affects minorities more than non-minorities, with a disparity that exceeds the above disparate impact thresholds, RIPTA evaluates whether there is an alternative that has a more equitable impact. Otherwise, RIPTA will take measures to mitigate the impact of the proposed action on the affected minority population and demonstrate that a legitimate business purpose cannot otherwise be accomplished by a less burdensome alternative.

When service to multiple routes is being changed, RIPTA will either (a) evaluate the proposed changes in the aggregate, if the routes are geographically proximate or otherwise interconnected; or (b) conduct a separate equity analysis for each route, if service changes to one will not generate adverse impacts to the other(s).

### *Disproportionate Burden Policy*

This policy establishes a threshold for determining whether a given action has a disproportionate burden on low-income populations versus non-low-income populations. The Disproportionate Burden Policy applies only to low-income populations that are not also minority populations.

RIPTA defines a disproportionate burden as occurring when more than 79.2% of the population bearing adverse effects belongs to low-income groups. This policy is designed

to reflect populations that meaningfully exceed RIPTA's system-wide average of 69.2% low-income individuals, based on 2016 rider survey data.

### Finding of Disparate Impact or Disproportionate Burden

If the equity analysis determines that proposed service changes will create a disparate impact on minority populations or a disproportionate burden on low-income populations, RIPTA will consider modifications to the changes and analyze the modified proposals to determine whether a non-discriminatory or less discriminatory option exists.

To keep affected populations and the general public informed of and engaged in this process, RIPTA will provide public notice of any finding of disparate impact or disproportionate burden, and will solicit suggestions and feedback regarding (1) modifications and alternatives under consideration; and (2) measures that may be implemented to mitigate against the negative impacts for the changes.

RIPTA's board of directors may elect to approve service changes even when these changes will create disparate impacts or disproportionate burdens. In approving a change that creates a disparate impact, RIPTA must clearly demonstrate that (a) there is a substantial legitimate justification for the proposed service change; AND (b) no alternatives are available that would have a less disparate impact on minority riders while also accomplishing RIPTA's legitimate program goals. RIPTA must adopt the least discriminatory alternative available.

### Implementing Service Changes

In implementing service changes that will have a disparate impact or disproportionate burden, RIPTA will seek to mitigate the negative impacts of these changes on minorities and low-income individuals to the maximum extent possible, incorporating into its mitigation efforts the input received during the above-referenced public engagement process.

## FARE CHANGE EQUITY ANALYSIS

It is the policy of RIPTA to assess the potential for discriminatory impacts of fare structure changes or changes in fares by fare payment method, to conduct equity analyses, and to mitigate negative impacts appropriately.

## Determining When an Equity Analysis is Needed

To determine whether a fare change would have a discriminatory impact on the basis of race, color or national origin, RIPTA first determines if the proposed change includes a change in the fare structure or a change in fares by fare payment method.

Any proposal that involves a change to fare structure or to relative fares by fare payment method is assessed to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders.

A fare change that results in a differential percentage change of greater than 10% by customer fare category or payment method is evaluated to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders. For instance, an increase on cash fare payment compared to monthly passes of 10% or more would be evaluated to determine whether it would have a disparate impact or a disproportionate burden.

Exceptions: (1) promotional fare reductions lasting no longer than six months; (2) temporary fare reductions mitigating construction or other activities disrupting rider travel patterns; and (3) declared “fare free” days such as Air Quality Alert days.

## Equity Analysis

If the average percentage fare increase for minority riders is five percentage points or more higher than the average percentage fare increase for non-minority riders, the fare change would be determined to have a disparate impact. Similarly, if the average percentage fare increase for low-income riders is five percentage points or more higher than the average fare increase for non- low-income riders, the fare change would be determined to have a disproportionate burden.

RIPTA will conduct the following steps in accordance with this policy:

1. Determine the number and percentage of overall riders, minority and low-income users of each fare category being changed;
2. Review current fares vs. proposed fare change;
3. Compare the statistical percentage differences for each particular fare media between minority users and overall users; and
4. Compare the statistical percentage differences for each particular fare media between low-income users and overall users.

### *Alternatives Analysis:*

Alternative fare payment methods or fare media available for individuals affected by the proposed changes will be presented and analyzed. This analysis will compare the fares

paid by the proposed changes with fares that would be paid through available alternatives, and will provide the location of fare media distribution points relative to that of impacted populations.

### Finding of Disparate Impact

If the equity analysis determines that proposed fare changes will have a disparate impact on minority populations, RIPTA will consider modifications to the changes and analyze the modified proposals to determine whether a non-discriminatory or less discriminatory option exists.

To keep affected populations and the general public informed of and engaged in this process, RIPTA will provide public notice of any finding of disparate impact and will solicit suggestions and feedback regarding (1) modifications and alternatives under consideration; and (2) measures that may be implemented to mitigate against the negative impacts for the changes.

RIPTA's board of directors may elect to approve fare changes even when these changes will have a disparate impact on minorities. In so doing, RIPTA must clearly demonstrate that (a) there is a substantial legitimate justification for the proposed fare changes, AND (b) an alternatives analysis shows that the proposed changes are the least discriminatory alternative. RIPTA must adopt the least discriminatory alternative available.

### Implementing Fare Changes

In implementing fare changes that will have a disparate impact or disproportionate burden, RIPTA will seek to mitigate the negative impacts of these changes on minorities and low-income individuals, incorporating into its mitigation efforts the input received during the above-referenced public engagement process. Mitigation measures may include adjusting the timing of fare increases, providing discounts on passes to social service agencies that serve the impacted populations, or other measures as appropriate.

## PUBLIC INVOLVEMENT

RIPTA developed the policies detailed in this chapter with the participation of members of Rhode Island's minority, low income, and LEP communities. The thresholds and data sets were initially identified by RIPTA technical staff, then thoroughly vetted through a public process that included a formal public comment period and a Community Leadership Group Workshop.

Because of the complexity of these SAFE policies and procedures, RIPTA developed a comprehensive agenda for its Community Leadership Group Workshop to meaningfully engage key organizational representatives in the policy development and approval process.

On August 4, 2015, RIPTA held its Community Leadership Group Workshop. The objectives of this workshop were to (1) spread the word about Title VI protections; (2) explain the requirement to conduct service and fare equity (SAFE) analyses; (3) present the draft SAFE policies; (4) discuss whether the process or process should be modified in any way; and (5) seek general comment and input regarding RIPTA's equity program.

Eleven community organizations that represent Rhode Island's minority and Limited English Proficient communities and a significant percentage of its low-income population were invited to the workshop. Those organizations were:

- 1) Dorcas International
- 2) Progreso Latino
- 3) Latino Policy Institute
- 4) Center for Southeast Asians
- 5) African Alliance of Rhode Island
- 6) Cape Verdean Community Development (CACD)
- 7) Narragansett Indian Tribe
- 8) Community Action Partnership of Providence
- 9) East Bay Community Action Program
- 10) Unified Solutions
- 11) NAACP Providence Branch

Despite several meeting reminders to the eleven organizations invited, representatives of just three organizations attended the workshop:

- 1) Dorcas International
- 2) Progreso Latino
- 3) East Bay Community Action Program

Dorcas International is Rhode Island's lead organization serving refugees, and works with all of our Limited English Proficiency (LEP) communities. Progreso Latino is Rhode Island's premier social service agency serving primarily Latinos. East Bay Community Action Plan is Rhode Island's largest community action program servicing up to 33% of the state's low income population including significant Portuguese, Cape Verdean and African American populations.

RIPTA staff present at the workshop were the Executive Director of Planning and the Compliance Officer/ Title VI coordinator.



The group was informed that under Title VI, transit authorities were now required to have “disparate impact” and “disproportionate burden” policies developed before initiating major service changes or fare increases. Disparate impact and disproportionate burden were defined. The draft policies established thresholds and data sets to determine when impacts of major service changes and fare changes disproportionately and adversely affect minority and low income populations. RIPTA was seeking community feedback prior to the thresholds and policies being adopted. A number of questions were addressed including how organizations representing minority and low-income populations could be engaged in the ongoing SAFE analyses so as to better understand impacts. Subsequent to the workshop, RIPTA received additional feedback from Dorcas International and the Cambodian Society of Rhode Island.

RIPTA is committed to maintaining an ongoing relationship with the organizations, including sharing SAFE analyses of any major service or fare changes as part of the public comment period. RIPTA will continue to host Community Group Leadership trainings. The next one be held this spring.

RIPTA’s Board of Directors adopted the SAFE policies and procedures at its June 2016 meeting (Appendix, Exhibit G).

## SERVICE AND FARE CHANGE EQUITY ANALYSES

See Appendix, Exhibit H.

# CHAPTER SIX

## SERVICE MONITORING

### REQUIREMENT TO MONITOR TRANSIT SERVICE

The revised FTA Title VI circular, FTA C4702.1B, Chapter IV.6, requires that, to comply with Title VI, providers of public transportation that operate 50 or more fixed-route vehicles in peak service, and that are located in an urbanized area (UZA) of 200,000 or more in population, must monitor the performance of their transit system relative to their system wide service standards and policies not less often than once every three years.

To comply with the requirement to monitor transit service, RIPTA has selected a sample of minority and non-minority bus routes to determine compliance with system wide service standards and policies. RIPTA has defined minority transit routes based on rider survey data gathered through a 2016 on-board customer survey. A route with minority ridership exceeding RIPTA's system-wide average of 52.2% minority ridership by at least ten percentage points is considered by RIPTA to be a minority route. The bus routes selected as a sample are shown in **Table 6-1** below, and include route types from all of the RIPTA Family of Services as outlined in the Service Guidelines adopted in April 2015.

**Table 6-1. Selected Routes for Service Monitoring**

Route	Minority/Non-Minority	Route Type
R-Line	Minority Route	Rapid
6 Prairie Ave / RW Zoo	Minority Route	Urban Radial
17 Dyer / Pocasset	Minority Route	Urban Radial
18 Union Avenue	Minority Route	Urban Radial
21 Reservoir Avenue	Non-Minority Route	Urban Radial
34 East Providence	Minority Route	Suburban & Crosstown
35 Rumford / Newport Ave	Non-Minority Route	Suburban & Crosstown
57 Smith Street	Non-Minority Route	Urban Radial
59X North Smithfield	Non-Minority Route	Express
60 Providence / Newport	Non-Minority Route	Regional

## Disparate Impacts

The FTA requires that a policy or procedure be used to determine whether disparate impacts exist on the basis of race, color, or national origin, and that it be applied to the results of the monitoring activities. For the purposes of service monitoring, a disparate impact occurs when the performance of service provided to minority routes pass the service standard at a rate less than eighty percent (80%) of the service provided to non-minority routes.

## VEHICLE LOAD

RIPTA will design its services to keep the number of passengers on its vehicles at a comfortable level, always within the limits of safety. In peak periods, this means that some passengers may be expected to stand for part of the trip. In off-peak periods and for service that operates for long distances, service will be designed to try to provide a seat to all customers.

Two different techniques are used to keep passenger loads within acceptable levels. The first is to match vehicle types with ridership levels, and to use larger vehicles on higher ridership routes. The second method is to provide more frequent service, with service frequencies set to keep passenger loads within the limits presented in Table 4.

The vehicle load standard is calculated on the basis of an average for both the peak and off-peak periods, at the busiest point on the route. For instance, if a service operates at 15-minute frequency, then 4 buses would pass the busiest point in an hour. The average number of passengers for these 4 buses must fall within the service standards, even though any one bus may be more crowded than the average. If the standard is exceeded for the average calculation, RIPTA will consider more frequent service or larger vehicles to improve the situation.

### Average Vehicle Loading Maximums

	RAPID BUS	KEY CORRIDOR	URBAN RADIAL	NON-URBAN/ SUBURBAN/ CROSSTOWN	REGIONAL	EXPRESS	FLEX
<b>Average Maximum Passenger Loading</b> (as a percentage of seating capacity)							
Peak	120%	120%	120%	120%	100%	100%	100%
Off-Peak	100%	100%	100%	100%	100%	—	100%

Table 6-2 presents the vehicle load performance of all the routes evaluated. All routes are currently meeting the vehicle load guidelines.

**Table 6-2 Vehicle Load Performance**

Route	Minority / Non-Minority	Average Max Load - Peak	Average Max Load - Off-Peak
<b>R-Line</b>	Minority	54.28%	44.15%
<b>6 Prairie Ave / RW Zoo</b>	Minority	35.53%	12.84%
<b>17 Dyer / Pocasset</b>	Minority	34.54%	30.51%
<b>18 Union Avenue</b>	Minority	28.28%	22.87%
<b>21 Reservoir Avenue</b>	Non-Minority	43.03%	35.72%
<b>34 East Providence</b>	Minority	34.08%	26.33%
<b>35 Rumford / Newport Ave</b>	Non-Minority	26.74%	20.67%
<b>57 Smith Street</b>	Non-Minority	26.00%	21.49%
<b>59X North Smithfield</b>	Non-Minority	28.90%	21.54%
<b>60 Providence / Newport</b>	Non-Minority	45.95%	43.74%

### VEHICLE HEADWAY

Service frequency (the time interval between two vehicles traveling in the same direction on the same route) has a major influence on transit ridership; high frequency service is often considered a key characteristic for attractive service. At the same time, frequency has a significant impact on operating costs, and service requirements increase exponentially with improvements in service frequency.

Because of the expense of high frequency service, transit service frequency is normally based upon existing or potential demand. This often translates into variations in service frequency throughout the day, with higher frequency in peak periods, and less frequent service outside of the peak.

In general, frequencies are established to provide enough vehicles past the maximum load point(s) on a route to accommodate the passenger volume and stay within recommended loading standards. Minimum service frequency guidelines are presented in Table 3. Note that when a corridor is served by multiple routes, effective service frequencies in the corridor would be more frequent than those for individual routes. For certain routes serving outlying areas of the state, service areas may be reduced to maintain satisfactory farebox recovery ratios. As with all standards, this service frequency matrix should be considered a guide, not an absolute measure.

**MINIMUM SERVICE FREQUENCY GUIDELINES (MINUTES)**

	RAPID BUS	KEY CORRIDOR	URBAN RADIAL	NON-URBAN/ SUBURBAN/ CROSSTOWN	REGIONAL	EXPRESS/ COMMUTER	FLEX
<b>Weekdays</b>							
Early AM	30	30	60	60	60	—	n/a
AM Peak	10	20	30	60	60	3 trips	n/a
Midday	10	20	60	60	60	—	n/a
PM Peak	10	20	30	60	60	3 trips	n/a
Night	30	30	60	60	120	—	n/a
<b>Saturdays</b>							
All Day	15	30	60	60	—	—	n/a
<b>Sundays</b>							
All Day	15	30	60	60	—	—	n/a

Table 6-3 presents the vehicle headway schedules of all the routes evaluated for weekday, Saturday and Sunday.

**Table 6-3. Vehicle Headway**

Route	Weekday Headway			Saturday Headway	Sunday Headway
	Peak	Off-Peak	Night		
<b>R-Line</b>	10	10	20	15	15
<b>6 Prairie Ave / RW Zoo</b>	60	30	-	60	60
<b>17 Dyer / Pocasset</b>	30	30	60	45	60
<b>18 Union Avenue</b>	30	60	60	60	---
<b>21 Reservoir Avenue</b>	30	30	40	40	50
<b>34 East Providence</b>	60	60	60	45	60
<b>35 Rumford / Newport Ave</b>	45	45	45	90	90
<b>57 Smith Street</b>	30	30	60	30	60
<b>59X North Smithfield</b>	3 Trips	---	---	---	---
<b>60 Providence / Newport</b>	15	15	60	30	45

NOTE: RED indicates that the guideline is not currently being met; all others meet or exceed the guidelines.

RIPTA’s Service Guidelines state that the guidelines are “designed to—within limits—provide flexibility to respond to varied customer needs and community expectation in an accountable, equitable, and efficient manner.” The document also states that “adherence to these service guidelines is dependent upon resource availability, and in particular, the amounts of funding provided by RIPTA’s local partners. In the event of constrained resources, RIPTA will meet these guidelines as closely as possible and will work to achieve consistency as resources permit.”

Route 6 does not meet peak frequency guidelines due to one of the primary route generators, the Roger Williams Zoo, not opening until 10:00am and closing at 4:00pm. Frequency increases to every 30 minutes once the zoo opens. Route 6 is also geographically close to the R-Line, about a quarter mile, and they overlap in some areas, resulting in a very high level of service in this part of the city of Providence.

Route 18 has never offered Sunday service. The Comprehensive Operational Analysis (COA), completed in the summer of 2013, only recommended that Saturday span of service be extended, which RIPTA implemented, but did not suggest that Sunday service was warranted. Similar to route 6, route 18 is less than a half mile from two other routes that offer a high level of service on weekdays, Saturdays and Sundays, which impacts route 18 ridership.

Route 35 weekend frequencies are not compliant with the Service Guidelines but they do match the COA recommendations.

All other routes in this analysis are currently meeting or exceeding the guidelines.

## ON-TIME PERFORMANCE

To determine on-time performance, RIPTA’s standard is based on the average of all of the transit agencies included in the American Bus Benchmarking Group, which is 79%. RIPTA’s Service Guidelines define a trip as being on time if it is one minute early and up to 5 minutes late. Table 6-4 below shows the on-time performance for the routes in this evaluation.

**Table 6-4. On-Time Performance**

Route	Observed Performance
<b>R-Line</b>	83%
<b>6 Prairie Ave / RW Zoo</b>	82%
<b>17 Dyer / Pocasset</b>	79%
<b>18 Union Avenue</b>	89%
<b>21 Reservoir Avenue</b>	80%
<b>34 East Providence</b>	82%
<b>35 Rumford / Newport Ave</b>	82%
<b>57 Smith Street</b>	85%
<b>59X North Smithfield</b>	63%
<b>60 Providence / Newport</b>	67%

As shown in the table above, all minority routes currently meet the on-time performance standard. Routes 59X and route 60 are not currently meeting the standard. These are both very long regional routes and RIPTA is working on ways to improve their performance. RIPTA is has an On-Time Performance Committee, which consists of Planning Department staff, Drivers' Union representatives, Street Supervisors, and drivers familiar with each route being studied. The committee's goal is to improve on-time performance by analyzing routes one by one and developing solutions for improvements. This has been an ongoing process, which began in the spring of 2015.

## DISTRIBUTION OF TRANSIT AMENITIES

### g. Seating

RIPTA does not have a program to provide benches at bus stops.

### h. Bus Shelters

The placement of shelters and the development of a priority location program is based on the number of boarding passengers at a specific stop. All stops with 100 or more passengers boardings, or which serve concentrations of elderly or handicapped residents, are prioritized for shelters.

As shown in Table 6.5, 42 of 316, or 13.3% of the bus stops on minority routes have shelters, and 53 of 593 (8.9%) of stops of the selected non-minority routes have shelters. The ratio of minority to non-minority shelters is 1.49, which is above the disparate impact threshold of 0.80. No disparate impact is found.

**Table 6.5 Shelter Placement**

Route Classification	Number of Bus Stops	Number of Stops with Shelters	% of Stops with Shelters
Minority	316	42	13.3%
Non-minority	593	53	8.9%

### i. Provision of Information

a. *Printed Signs, System Maps, & Schedules.* Timetables, and system maps are provided at transit hubs in the RIPTA system. RIPTA does not provide printed signs, system maps or timetables at other bus stops.

- b. *Digital Signs.* Real time signage is provided at transit hubs in the RIPTA system. RIPTA does not provide real time signage at other bus stops.

**j. Escalators**

RIPTA does not have any escalators located at fixed guideway stations.

**k. Elevators**

RIPTA does not have any elevators located at fixed guideway stations.

**l. Waste Receptacles**

RIPTA provides waste receptacles at all transit hubs. RIPTA does not have a program to provide waste receptacles at other bus stops.

**VEHICLE ASSIGNMENT**

Vehicle assignment at RIPTA is fairly simple because there is very little variation in the fleet. There is a small fleet of branded buses that are used exclusively on the R-Line rapid route, and RIPTA employs smaller 35-foot buses on routes that operate in areas with difficult turning movements. However, the remaining buses are nearly all low-floor vehicles that are assigned to the remaining routes. To assess bus vehicle age assigned to minority classified routes and nonminority classified routes, RIPTA compared the average age of buses assigned to runs on each route. Table 6.6 shows the average age of buses operating on each route. The average age for buses operating on minority routes is 6.7 years. The average age for buses operating on nonminority routes is 6.6 years. The ratio of minority to non-minority average vehicle age is 0.98, which is above the disparate impact threshold of 0.80. No disparate impact is found.

**Table 6.6 Bus Vehicle Age**

Route	Average Age
R-Line	4.9
6 Prairie Ave / RW Zoo	8.4
17 Dyer / Pocasset	5.1
18 Union Avenue	8.0
21 Reservoir Avenue	8.0
34 East Providence	7.2
35 Rumford / Newport Ave	7.4
57 Smith Street	3.5



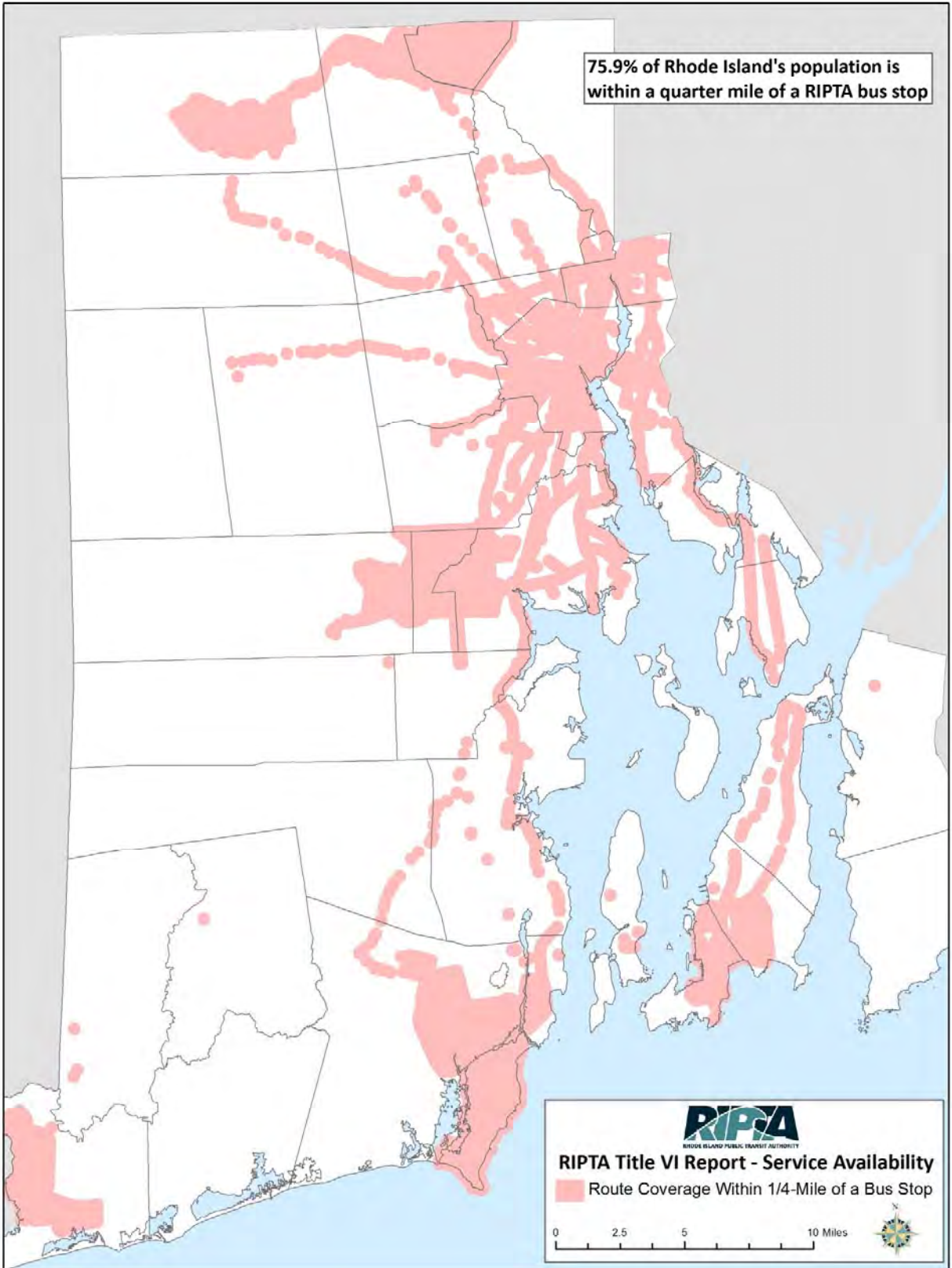
<b>59X North Smithfield</b>	6.0
<b>60 Providence / Newport</b>	8.3

NOTE: Vehicle assignments on February 7, 2018.

### SERVICE AVAILABILITY

RIPTA uses population and employment density to evaluate the potential for service. If densities are relatively high along a continuous corridor, or if the corridor connects major activity centers or hubs, a higher level of service may be warranted. If densities meet the minimum guidelines, but only exist in small or scattered areas, travel demand may not be sufficient to support transit. Or, a lower level of transit, such as Flex, is considered.

Areas with higher population densities need more transit service than sparsely populated areas. Rhode Island comprises 1,024 square miles of land, and 242 square miles, or 23.6%, are within a quarter mile of a RIPTA bus stop. While this may seem like a low percentage of coverage, the state is densely settled and the majority of the state's population is close to a bus stop. Per the 2010 Census, Rhode Island's population is 1,051,302, and 798,681, or 75.9%, are within a quarter mile of a RIPTA bus stop. The following map depicts RIPTA's current service coverage area.





## HOW TO REACH US

**401 784 9500**

705 ELMWOOD AVE.  
PROVIDENCE, RI 02907

## CALL CENTER HOURS OF OPERATION

MONDAY TO FRIDAY 7:00AM – 7:00PM

SATURDAY 8:00AM – 6:00PM

[www.RIPTA.com](http://www.RIPTA.com)



# APPENDIX



## Rhode Island Public Transit Authority Title VI Complaint Form

RIPTA is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil rights Act of 1964, as amended. Title VI complaints must be filed within 180 days from the date of the alleged discrimination.

The following information is necessary to assist us in processing your complaint. If you require any assistance in completing this form, please contact Customer Service by calling (401) 781-9400. The completed form must be returned to RIPTA via e-mail: mbarbary@ripta.com OR mail to:  
705 Elmwood Avenue, Providence, RI 02907, ATTN: CEO.

Your Name:	Phone:	Alt. Phone:
Street Address:	City, State, Zip Code:	
Person(s) discriminated against (if someone other than complainant):		
Name(s):		
Street Address, City, State & Zip Code:		

Which of the following best describes the reason for the alleged discrimination that took place? (Select one)

Date of incident: \_\_\_\_\_

- Race
- Color
- National Origin (Limited English Proficiency)

Please describe the alleged discrimination incident. Provide names and titles of all RIPTA employees involved if available. Please provide as much detail as possible: route number, date and time of day, bus number, names and contact information for witnesses. Explain what happened and whom you believe was responsible. Please use the back of this form if additional space is required.

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Complete reverse side of form

RIPTA Title VI Complaint Form

Please describe the alleged discrimination incident (continued)

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Have you filed a complaint with any other federal, state or local agencies? (Circle one) Yes / No  
If so, list agency/agencies and contact information below:

Agency: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
Street Address, City, State & Zip Code: \_\_\_\_\_  
Phone: \_\_\_\_\_

Agency: \_\_\_\_\_ Contact Name: \_\_\_\_\_  
Street Address, City, State & Zip Code: \_\_\_\_\_  
Phone: \_\_\_\_\_

I affirm that I have read the above charge and that it is true to the best of my knowledge, information and belief.

\_\_\_\_\_  
Complainant's Signature Date

\_\_\_\_\_  
Print or Type Name of Complainant

Date Received: _____
Received By: _____



## Rhode Island Public Transit Authority Título VI Formulario de Queja

RIPTA está cometido a asegurar que las personas no sean excluidas de la participación ni negado a los beneficios de sus servicios por raza, el color de la piel, ni origen nacional esta proporcionado por Título VI del Acto Civil de Derechos de 1964, como enmendado. **Quejas de Título VI deben ser archivadas dentro de 180 días de la fecha de la discriminación presunta.**

La información siguiente es necesaria para ayudarnos a procesar con su queja. Si requiere cualquier ayuda para completar esta forma, contacta por favor La Oficina de Servicio de Atención al cliente llamando (401) 781-9400. La forma completada debe ser devuelta a RIPTA a través de correo electrónico: [mbarbary@ripta.com](mailto:mbarbary@ripta.com) O envía a: 705 705 Elmwood Avenue, Providence, RI 02907, A LA ATENCION DE. Oficial Civil de Derechos.

Nombre:	Teléfono:	Otro Teléfono:
Calle:	Ciudad, Estado, Código Postal:	
Las personas que fueron discriminadas en contra (Si es alguien además de que la persona que hace la queja):		
Nombre(s):		
Dirección:		

¿Cuál del siguiente describe mejor la razón para la discriminación presunta que sucedió? (Seleccione uno)

La fecha de incidente: \_\_\_\_\_

- Raza
- El color de la piel
- Origen Nacional (Habilidades Limitadas en el Inglés)

Describa por favor el incidente presunta de discriminación. Proporcione nombres y títulos de todos los empleados de RIPTA implicados si es disponible. Proporcione por favor tanto detalles como posible: número de ruta, la fecha y el tiempo de día, número de autobús, los nombres y contacte información para testigos. Explique lo que sucedió y quien usted cree fue responsable. Utilice por favor el dorso de esta forma si el espacio adicional es requerido.

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Rellene del dorso de formulario

RIPTA Título VI Formulario de Queja

Por favor, describa el incidente presunta de discriminación (continuo).





Exhibit B

B16001

**LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER**

Universe: Population 5 years and over

2016 American Community Survey 1-Year Estimates

**Tell us what you think.** Provide feedback to help make American Community Survey data more useful for you.

Although the American Community Survey (ACS) produces population, demographic and housing unit estimates, it is the Census Bureau's Population Estimates Program that produces and disseminates the official estimates of the population for the nation, states, counties, cities and towns and estimates of housing units for states and counties.

Supporting documentation on code lists, subject definitions, data accuracy, and statistical testing can be found on the American Community Survey website in the Data and Documentation section.

Sample size and data quality measures (including coverage rates, allocation rates, and response rates) can be found on the American Community Survey website in the Methodology section.

Versions of this table are available for the following years:

- 2016
- 2015
- 2014
- 2013
- 2012
- 2011
- 2010
- 2009
- 2008
- 2007
- 2006
- 2005

1 - 128 of 128	Rhode Island	
	Estimate	Margin of Error
Total:	1,002,282	+/-8,607
Speak only English	774,234	+/-8,645
Spanish:	120,077	+/-3,667
Speak English "very well"	71,537	+/-4,684
Speak English less than "very well"	48,540	+/-3,443
French (incl. Cajun):	8,530	+/-1,751
Speak English "very well"	7,075	+/-1,498
Speak English less than "very well"	1,455	+/-727
Haitian:	11,294	+/-3,392
Speak English "very well"	6,606	+/-2,355
Speak English less than "very well"	4,688	+/-2,081
Italian:	5,536	+/-1,239
Speak English "very well"	4,197	+/-946
Speak English less than "very well"	1,339	+/-561
Portuguese:	32,618	+/-4,948
Speak English "very well"	20,736	+/-3,600
Speak English less than "very well"	11,882	+/-2,570
German:	1,906	+/-887
Speak English "very well"	1,608	+/-831
Speak English less than "very well"	298	+/-341
Yiddish, Pennsylvania Dutch or other West Germanic languages:	88	+/-86
Speak English "very well"	88	+/-86
Speak English less than "very well"	0	+/-208
Greek:	2,160	+/-1,026
Speak English "very well"	2,033	+/-981
Speak English less than "very well"	127	+/-150
Russian:	2,360	+/-994
Speak English "very well"	1,626	+/-739
Speak English less than "very well"	734	+/-420
Polish:	1,944	+/-1,097
Speak English "very well"	1,158	+/-658
Speak English less than "very well"	786	+/-742

	Rhode Island	
	Estimate	Margin of Error
Serbo-Croatian:	453	+/-730
Speak English "very well"	193	+/-306
Speak English less than "very well"	260	+/-425
Ukrainian or other Slavic languages:	292	+/-235
Speak English "very well"	220	+/-186
Speak English less than "very well"	72	+/-99
Armenian:	544	+/-422
Speak English "very well"	447	+/-345
Speak English less than "very well"	97	+/-110
Persian (incl. Farsi, Dari):	219	+/-217
Speak English "very well"	113	+/-137
Speak English less than "very well"	106	+/-125
Gujarati:	838	+/-558
Speak English "very well"	679	+/-453
Speak English less than "very well"	159	+/-152
Hindi:	2,645	+/-1,602
Speak English "very well"	2,148	+/-1,187
Speak English less than "very well"	497	+/-561
Urdu:	1,855	+/-1,717
Speak English "very well"	1,819	+/-1,727
Speak English less than "very well"	36	+/-77
Punjabi:	0	+/-208
Speak English "very well"	0	+/-208
Speak English less than "very well"	0	+/-208
Bengali:	316	+/-346
Speak English "very well"	191	+/-226
Speak English less than "very well"	125	+/-229
Nepali, Marathi, or other Indic languages:	1,692	+/-1,058
Speak English "very well"	859	+/-799
Speak English less than "very well"	833	+/-858
Other Indo-European languages:	1,121	+/-932
Speak English "very well"	750	+/-646
Speak English less than "very well"	371	+/-346
Telugu:	1,138	+/-942
Speak English "very well"	277	+/-344
Speak English less than "very well"	861	+/-822
Tamil:	629	+/-776
Speak English "very well"	629	+/-776
Speak English less than "very well"	0	+/-208
Malayalam, Kannada, or other Dravidian languages:	0	+/-208
Speak English "very well"	0	+/-208
Speak English less than "very well"	0	+/-208
Chinese (incl. Mandarin, Cantonese):	5,760	+/-1,805
Speak English "very well"	2,730	+/-1,267
Speak English less than "very well"	3,030	+/-1,113
Japanese:	1,595	+/-860
Speak English "very well"	976	+/-604
Speak English less than "very well"	619	+/-507
Korean:	1,303	+/-586
Speak English "very well"	319	+/-466
Speak English less than "very well"	484	+/-349

	Rhode Island	
	Estimate	Margin of Error
Hmong:	693	+/-502
Speak English "very well"	330	+/-297
Speak English less than "very well"	363	+/-397
Vietnamese:	1,594	+/-1,095
Speak English "very well"	676	+/-433
Speak English less than "very well"	918	+/-772
Khmer:	4,429	+/-1,950
Speak English "very well"	2,520	+/-1,342
Speak English less than "very well"	1,909	+/-939
Thai, Lao, or other Tai-Kadai languages:	3,456	+/-1,615
Speak English "very well"	1,767	+/-958
Speak English less than "very well"	1,689	+/-951
Other languages of Asia:	351	+/-394
Speak English "very well"	351	+/-394
Speak English less than "very well"	0	+/-208
Tagalog (incl. Filipino):	1,442	+/-833
Speak English "very well"	1,132	+/-662
Speak English less than "very well"	310	+/-299
Ilocano, Samoan, Hawaiian, or other Austronesian languages:	408	+/-322
Speak English "very well"	304	+/-343
Speak English less than "very well"	104	+/-176
Arabic:	1,779	+/-988
Speak English "very well"	1,242	+/-807
Speak English less than "very well"	537	+/-450
Hebrew:	84	+/-86
Speak English "very well"	84	+/-86
Speak English less than "very well"	0	+/-208
Amharic, Somali, or other Afro-Asiatic languages:	692	+/-547
Speak English "very well"	659	+/-520
Speak English less than "very well"	33	+/-54
Yoruba, Twi, Igbo, or other languages of Western Africa:	3,988	+/-1,756
Speak English "very well"	2,980	+/-1,436
Speak English less than "very well"	1,008	+/-786
Swahili or other languages of Central, Eastern, and Southern Africa:	1,123	+/-695
Speak English "very well"	1,123	+/-695
Speak English less than "very well"	0	+/-208
Navajo:	0	+/-208
Speak English "very well"	0	+/-208
Speak English less than "very well"	0	+/-208
Other Native languages of North America:	199	+/-242
Speak English "very well"	199	+/-242
Speak English less than "very well"	0	+/-208
Other and unspecified languages:	897	+/-619
Speak English "very well"	869	+/-589
Speak English less than "very well"	28	+/-45

Source: U.S. Census Bureau, 2016 American Community Survey 1-Year Estimates

Explanation of Symbols:

EXHIBIT C



## RIPTA – Customer Service Interpreter Access Instructions



- **Dial 866-998-0338**
- **Enter Account# 14071**
- **Enter Pin# 5355**
- **Please say the language -or- enter a 3-digit language code**
- **Hold temporarily as you connect to an interpreter**
  - Brief the interpreter on the nature of the call and begin your conversation

**Need assistance? - Call 800-481-3289 24/7 to be connected with a Voiance Client Services Representative.**



## Working Effectively with an Interpreter



1. Allow the interpreter to greet you and to provide an interpreter ID number
2. Write the interpreter ID number in the customer's file or progress notes for documentation
3. Provide the interpreter with a brief explanation of the call
4. Allow the interpreter to introduce him/herself to the customer
5. Speak directly to your customer and make eye contact when face to face
6. Use short but complete phrases as interpreter needs to process two languages
7. Speak in the first person
8. Avoid slang, jargon or metaphors
9. Allow the interpreter to clarify linguistic and cultural issues
10. Remember that everything is repeated and kept confidential

For 24-hour assistance call Client Services at 800-481-3289.

### Contact Us

Phone: (866) 742-9080 ext. 1  
Fax: (520) 745-9022  
Email: [info@voiance.com](mailto:info@voiance.com)  
Web: [www.voiance.com](http://www.voiance.com)

**Mailing Address:**  
Voiance  
5780 North Swan Road  
Tucson, Arizona 85718

# Interpretation Services Available

You have access to over-the-phone interpretation services 24 hours a day, 7 days a week. This chart is designed to help you identify the languages commonly spoken in your community. Additional languages are available.

*English:* Do you speak [language]? We will telephone for an interpreter.

<b>Albanian</b> Shqip	A flisni shqip? Ne do të telefonojmë një përkthyes.	<b>Italian</b> Italiano	Parlate italiano? Chiameremo un interprete.
<b>Arabic</b> العربية	هل تتكلم اللغة العربية ؟ سوف نتصل تلفونيا بالمرجم .	<b>Japanese</b> 日本語	日本語を話しますか。 通訳をお呼びいたします。
<b>Bangali</b> বাংলা	আপনি কি বাংলা কতে পারেন? আমরা একজন দোভাষীর সঙ্গে টেলিফোনে যোগাযোগ করব	<b>Korean</b> 한국어	한국어 통역이 필요하십니까? 통역사를 전화로 연결해 드리겠습니다.
<b>Bosnian</b> Bosanski	Govorite li Bosanski? Nazvaćemo prevodioca.	<b>Laotian</b> ລາວ	ທ່ານເປົາພາສາລາວຫລືບໍ່? ພວກເຮົາຈະສອບຖາມເນື້ອອາກາດພາສາໄທ້.
<b>Cambodian</b> ខ្មែរ	អើយ្យាប្រាប់អង្គុយ ឮទេ? យើងនឹងទូរស័ព្ទស្វែងរកអ្នកបកប្រែ	<b>Mandarin</b> 普通话	您讲普通话吗? 我们将打电话为您找一位翻译来。
<b>Cantonese</b> 广东	您講廣東話嗎? 我們將打電話為您找一位翻譯來。	<b>Polish</b> Polski	Czy mówi Pan/Pani po polsku? Zadzwoimy po tłumacza.
<b>Chinese</b> 中文	您讲中文吗? 我们将打电话去找一位翻译。	<b>Portuguese</b> Português	Você fala português? Contactaremos um intérprete.
<b>Farsi</b> فارسی	آیا شما فارسی صحبت میکنید? ما میخواهیم به یک مترجم تلفن کنیم.	<b>Punjabi</b> ਪੰਜਾਬੀ	کیا آپ ہندی بول سکتے ہیں? ہم کے ترجمان کو بلانے کے لیے
<b>French</b> Français	Parlez-vous français? Nous contacterons un interprète.	<b>Russian</b> Русский	Вы говорите по-русски? Мы позвоним переводчику.
<b>French Creole</b> Kreyòl Fransè	Èske ou pale Fransè Kreyòl? Nap rele yon entèprèt nan telefòn pou ede w.	<b>Somali</b> Soomaali	Al Soomaaliga ma ku hadashaa? Waxaan telefoon u dirin doonnaa turjumaan.
<b>German</b> Deutsch	Sprechen Sie Deutsch? Wir rufen einen Dolmetscher an.	<b>Spanish</b> Español	¿Habla español? Vamos a llamar a un intérprete.
<b>Greek</b> Ελληνικά	Μιλάτε Ελληνικά; Θα τηλεφωνήσουμε σε διερμηνέα.	<b>Turkish</b> Türkçe	Türkçe biliyormusunuz? Biliyorsanız bir tercuman bulacağız.
<b>Haitian Creole</b> Kreyòl Ayisyen	Èske ou pale Kreyòl? Nap rele yon entèprèt nan telefòn pou ede w.	<b>Ukrainian</b> Українська	Ви розмовляєте українською мовою? Ми зателефонуємо перекладачу.
<b>Hindi</b> हिन्दी	क्या आप हिन्दी बोलते हैं ? हम एक दुभाषिये को फोन कर देंगे ।	<b>Urdu</b> اردو	کیا آپ ہندی بول سکتے ہیں? ہم کے ترجمان کو بلانے کے لیے
<b>Hmong</b> Hmoob	Koj puas hais lus Hmoob? Peb mam li hu ib tug neeg txhais lus rau koj.	<b>Vietnamese</b> Tiếng Việt	Ông/bà nói tiếng Việt phải không? Chúng tôi sẽ gọi cho một thông dịch viên.





## Language Code List

The Voiance Language Code List provides the most frequently requested languages and their corresponding language code that may be used to make your language selection when accessing an interpreter. Additional languages are available upon request. If you require further assistance requesting or identifying a language please contact Voiance Client Services at 800-481-3289.

264 Acholi (Sudan - Uganda)	273 Edo	121 Ilonggo	291 Marshallese	089 Sinhala
265 Afghan	274 Eritrean	050 Indonesian	355 Maya	064 Slovak
224 Afrikaans	349 Eskimo	018 Inupiaq	356 Mende	301 Slovakian
016 Akan	326 Esperant	059 Italian	045 Mien	134 Slovenian
120 Aklan	077 Estonian	235 Jakananese	373 Mirpun	142 Somali
070 Albanian	275 Ethiopian	292 Jarmican English Creole (Patois)	292 Mixteco	375 Sorani
027 Amharic (Ethiopia)	321 Ewe	040 Japanese	389 Mola/Mossi	060 Spanish
323 Apache	327 Fang	236 Javanese	340 Moldovan	258 Suchown
090 Arabic	074 Fanri	379 Jingpho	150 Mongolian	311 Sudanese Arabic
072 Armenian	107 Farsi	328 Jula	339 Montenegrin	368 Susu/Soso
365 Ashanti	127 Fijian	371 Kachchi	330 Montgnard	026 Swahili
139 Assyrian	017 Fijian Polynesian	288 Kanjobal	381 Moroccan Arabic	053 Swedish
109 Azerbaijani	052 Finnish	289 Kannada	293 Nahuatl	377 Sylheti
343 Bahasa/Brunei	227 Flemish	369 Karen	248 Nanjing	108 Tadzhi
019 Bambara	228 Fon	238 Karennu/Kayah	144 Navajo	302 Tachew
267 Banda	276 Foochow	237 Kashmiri	374 Ndebele	117 Tagalog
268 Bangi	058 French	238 Kazakh	249 Neopolitan	033 Taiwanese
136 Basque	277 French Cajun	044 Khamu	081 Nepali	137 Tamil
314 Bassa	383 French Canadian	023 Khmer	363 Nigerian English Pidgin	303 Telegu
225 Belorussian	217 French Creole	239 Kikuyu	250 Nipponese	359 Temne
324 Bemba	278 Frisian	366 Kinya/Rwanda	054 Norwegian	047 Thai
084 Bengali	032 Fukinese	240 Kirghiz	294 Nuer (Sudan)	105 Tibetan
269 Berber	014 Fulani	338 Kirundi	251 Oromo (Ethiopia)	028 Tignna (Eritrea)
085 Bhojpur	229 Fuzhou	376 Kongo	386 Ouatchi	307 Tohono O'Odham
118 Bicol	230 Ga	041 Korean	296 Paluan	305 Toisan
382 Borana	231 Gaddang	320 Krahn	116 Pampang	036 Toishanese
263 Bosnian	232 Gaelic	241 Krio	114 Pangasnian	128 Tongan
270 Brazil-Portuguese	228 Gallinya	364 Kru/Krumen	252 Pao-An	334 Trnqi
069 Bulgarian	281 Gana	370 Kunama	253 Papiamento	342 Trukese/Chuukese
042 Burmese	282 Ganda (Uganda)	140 Kurdish	110 Pashto (Afghanistan)	259 Tshluba
325 Cakchiquel	388 Gari	372 Kurmanji	297 Persian	112 Turkish
048 Cambodian	216 Georgian	353 Lahu	254 Pidgin English	095 Twi
031 Cantonese	057 German	143 Lakota	331 Pohnpeian	076 Ukrainian
013 Cape Verdean	322 Grebo	367 Lanvhou	062 Polish	079 Urdu
132 Catalan	071 Greek	043 Lao	073 Polymesian	336 Uzbek
122 Cebuano	125 Guamanian	204 Latvian	061 Portuguese	049 Vietnamese
138 Chaldean	350 Guarani	024 Lingala	141 Portuguese Creole	214 Visayan
038 Chao Chow	083 Gujarati	075 Lithuanian	358 Pothohari	117 Waray-Waray
226 Chavacano	284 Gwa	313 Lorna	080 Punjabi	020 Wolof
344 Cherokee	129 Haitian Creole	242 Luganda	332 Purepecha/Tarasco	061 Wu
025 Chichewa	039 Hakka	329 Luo	145 Quechua	360 Xhosa
030 Chinese	022 Hausa	243 Luxembourgeois	317 Quiche	361 Yapese
378 Chinese	285 Hawaii Creole	315 Maay Somali	260 Quxinese	387 Yemeni Arabic
346 Chui Chow	106 Hebrew	068 Macedonian	298 Romani	135 Yiddish
034 Chungshan	082 Hindi	087 Magahi	061 Romanian	021 Yoruba
316 Chuukese	351 Hindko	086 Marthili	078 Russian	362 Yucateco
348 Creek	319 Hindustani	244 Malagasy	126 Samoan	262 Yugoslavian
347 Creek	046 Hmong	051 Malay	337 Sarahuleh/Soninke	146 Yupik
341 Crioulo	286 Hokkien	028 Malayalam	255 Senegalese	115 Zambal
067 Croat an	310 Hopi	354 Malinke	148 Serbian	380 Zande
063 Czech	233 Hubel	245 Maltese	299 Serbo Croatian	029 Zapoteco
271 Dakota	352 Huizhou	318 Mam	037 Shanghai	335 Zarma
055 Danish	147 Hunanese	035 Mandarin	333 Sichuan/Szechuan	309 Zulu
111 Dari (Afghanistan)	065 Hungarian	015 Mandingo	256 Sicilian	
131 Dinka (Sudan)	234 Ibanag	246 Mandinka		
056 Dutch	218 Ibo	247 Mankon		
272 Ebon	133 Icelandic	205 Marathi		
	113 Ilocano			



Use this chart to phonetically say **Please Hold** or **One Moment, Please** when you need to place a Limited English Proficient caller on hold to access an interpreter.

English	Please Hold	One Moment, Please
<b>Arabic</b>	Arjoo alintithar	Lahtha min fadlek
<b>Armenian</b>	Khntroom enk spasel	Mi rope
<b>Chinese</b>	Qǐng bié guà jǐ	Qǐng nín shāo děng
<b>Farsi</b>	Lotfan gooshee	Yek Lahzeh lotfan
<b>French</b>	Vuyeh pahsyontay	Uhng momeng sil voo play
<b>German</b>	Bit-tuh lay-gen zee niht owf	Bit-tuh hah-ben zee einen moment ge-dood
<b>Italian</b>	Attay nday ray pray-goh	Uhn moh may ntoh pray-goh
<b>Japanese</b>	Omachiqudasai	Sukoshi omachiqudasai
<b>Khmer</b>	Sōm cham bontèk	Sōm cham mūy plait
<b>Korean</b>	Jam kkan man yo	Jam si man yo
<b>Mandarin</b>	Qǐng bié guà jǐ	Qǐng nín shāo děng
<b>Portuguese</b>	Por fahvorh, ahguahrdee	Oong momentu por fahvorh
<b>Russian</b>	Po-zha-lui-sta po-do-zhdi-te	Ad-nu mi-nut-ku
<b>Spanish</b>	Ace-pay-rae poor-fah-vohr	Oon moe-main-toe poor-fah-vohr
<b>Vietnamese</b>	Sin zu may	Doi mot Lat

## Performance By Language

RUN TIME: 1/29/2018 1:45:11 PM  
RUN BY: Raquel Castro  
START: 1/1/2015  
END: 3/31/2015  
QUEUES: \*Queues are listed at the end of the report  
ACCOUNTS: 501014071



Language	Calls Requested	Calls Answered	Average Speed of Answer	Completion Rate	Calls Answered Within 30 Seconds
Spanish	17	17	12	100%	88%
<b>Total/Average:</b>	<b>17</b>	<b>17</b>	<b>12</b>	<b>100%</b>	<b>88%</b>

## Performance By Language

RUN TIME: 1/29/2018 1:54:05 PM  
RUN BY: Raquel Castro  
START: 1/1/2016  
END: 3/31/2016  
QUEUES: \*Queues are listed at the end of the report  
ACCOUNTS: 501014071



Language	Calls Requested	Calls Answered	Average Speed of Answer	Completion Rate	Calls Answered Within 30 Seconds
Arabic	1	1	0	100%	100%
Brazil-Portuguese	1	1	0	100%	100%
Korean	1	1	0	100%	100%
Portuguese	1	1	12	100%	100%
Spanish	22	22	13	100%	86%
<b>Total/Average:</b>	<b>26</b>	<b>26</b>	<b>12</b>	<b>100%</b>	<b>88%</b>










## Performance By Language

RUN TIME: 1/29/2018 2:02:12 PM  
RUN BY: Raquel Castro  
START: 1/1/2017  
END: 3/31/2017  
QUEUES: \*Queues are listed at the end of the report  
ACCOUNTS: 501014071



Language	Calls Requested	Calls Answered	Average Speed of Answer	Completion Rate	Calls Answered Within 30 Seconds
Brazil-Portuguese	1	1	0	100%	100%
Mandarin	1	1	0	100%	100%
Portuguese	1	1	7	100%	100%
Spanish	8	8	1	100%	100%
<b>Total/Average:</b>	<b>11</b>	<b>11</b>	<b>2</b>	<b>100%</b>	<b>100%</b>

Exhibit D

 <b>IF YOU WOULD LIKE TO RECEIVE ASSISTANCE IN YOUR LANGUAGE, PLEASE CALL RIPTA CUSTOMER SERVICE AT 401-784-9500. EXTENSION 104.</b>	
<b>Portuguese</b> 	Se pretender receber assistência em português, telefone, por favor, para o Serviço de Apoio ao Cliente através do 401-784-9500, extensão 104.
<b>French</b> 	Si vous avez besoin d' aide en français, s'il vous plait appelez le service à la clientèle au 401-784-9500, poste 104.
<b>Mandarin</b> 	如果你需要接受 汉语 的帮助, 请拨打客服电话 401-784-9500, 分机 104.
<b>Khmer</b> 	ប្រសិនបើអ្នកចង់ទទួលបានជំនួយជា (ខ្មែរ), សូមហៅមកលេខសេវាអតិថិជនភាសាខ្មែរ លេខ 401-784-9500, លេខបន្ត 104។
<b>Italian</b> 	Se desidera ricevere assistenza in italiano, contatta gentilmente il nostro servizio di Assistenza Clienti al numero 401-784-9500, int. 104.
<b>Laotian</b> 	ຖ້າທ່ານຢາກໄດ້ການຊ່ວຍເຫຼືອເປັນພາສາລາວ, ກະລຸນາໃບຫາພາກສ່ວນບໍລິການລາວ, ກຄ້າທ 401-784-9500, ຕໍາ 104.
<b>Arabic</b> 	إذا كنت ترغب في الحصول على المساعدة في (اللغة العربية)، يرجى الاتصال بخدمة العملاء على 401-784-9500، بلخطي 104.
<b>Spanish</b> 	Si desea recibir asistencia en español, póngase en contacto con el Servicio de Atención al Cliente en el número 401-784-9500, extensión 104.

# TITLE VI INFORMATION Protecting Your Rights

### What is Title VI?

Title VI of the Civil Rights Act of 1964 is a federal statute declaring that no person shall be discriminated against or denied benefits on the basis of race, color, or national origin, in programs and services that receive federal financial assistance. To ensure that RIPTA customers are not discriminated against, we have adopted policies that promote equal access and quality service for all our customers.

### What Does Title VI Mean to You?

RIPTA hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Public transit agencies, such as RIPTA, are required to provide services in a fair and equitable manner to all passengers without regard to their race, color, or national origin. Title VI also requires RIPTA to reduce language barriers that may impede access to important services by customers who may not be proficient in English.

RIPTA also has a zero-tolerance policy prohibiting any form of unlawful discrimination.

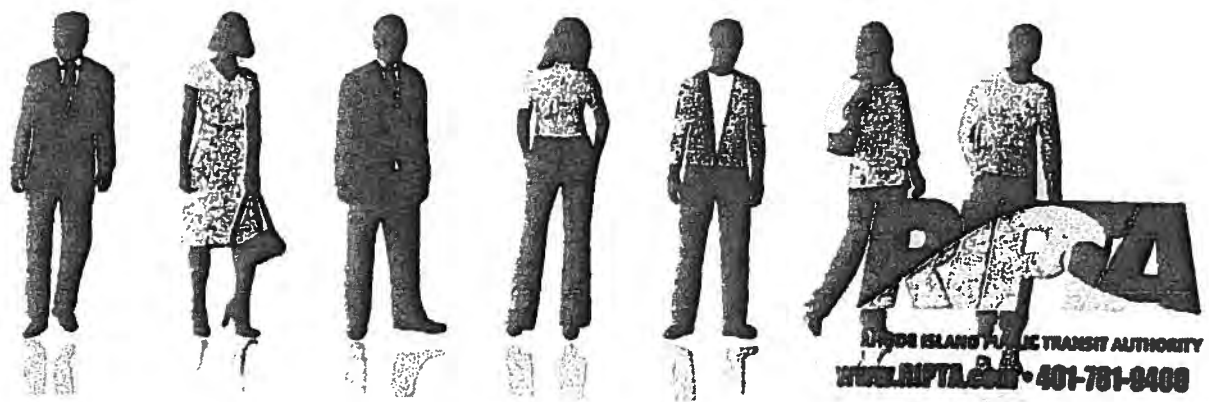
### What Should You Do if You Have A Complaint?

Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with RIPTA. When submitting a complaint, please include your contact information as well as details of the incident including what occurred, where and when, and the names, addresses, phone numbers and e-mail addresses of witnesses. You may:

- Send a letter to: Customer Service Manager, RIPTA, 705 Elmwood Avenue, Providence, RI 02907
- Call RIPTA Customer Service Office at (401) 784-9500 x183 or x180. Customer Support Service is available Monday-Friday 8:30 AM-4:30 PM.
- Go to RIPTA.com and download a copy of the Title VI Complaint Form to fill out and mail to the above address.

### RIPTA Welcomes Your Feedback!

RIPTA is committed to providing safe, efficient and quality transportation services to all the communities we serve. If you have any suggestion on how we can improve on our commitment to nondiscrimination, or how we can better serve the needs of customers who are not proficient in English, we would like to hear from you.





TÍTULO VI INFORMACIÓN

# Protegiendo Sus Derechos

## ¿Qué es el Título VI?

El Título VI de la Ley de Derechos Civiles de 1964 es una ley federal que prohíbe discriminar contra o negarles beneficios a las personas por motivo de su raza, su color o su país de origen, en lo referente a programas y servicios que reciben ayuda financiera federal. Para asegurar que los clientes de RIPTA no sean víctimas de discriminación, hemos adoptado políticas que promueven la igualdad de acceso y servicios de calidad para todos nuestros clientes.

## ¿Qué significado tiene el Título VI para usted?

Por este medio, RIPTA anuncia al público su política de apoyar y asegurar el cumplimiento cabal del Título VI de la Ley de Derechos Civiles de 1964, la Ley de Restauración de los Derechos Civiles de 1987, al igual que las leyes y regulaciones relacionadas, en lo referente a todos los programas y actividades. Las agencias de tránsito público como RIPTA están obligadas a prestar sus servicios de manera justa y equitativa a todos los pasajeros, sin considerar su raza, su color o su país de origen. El Título VI también obliga a RIPTA a reducir las barreras idiomáticas que pudieran impedirles el acceso a servicios importantes a aquellos clientes que tal vez no dominan el inglés. Además, la política de mano dura de RIPTA prohíbe cualquier forma de discriminación ilícita.

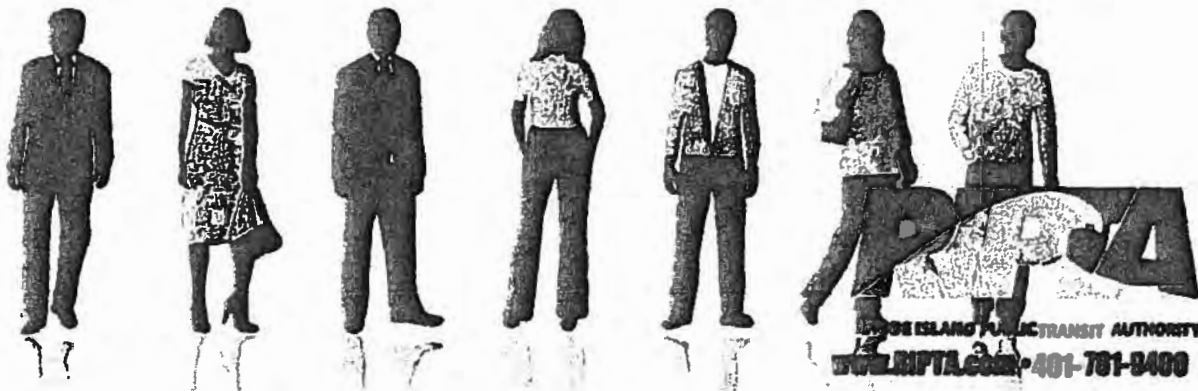
## ¿Qué debo hacer si tiene una queja?

Cualquier persona que cree haber sido agraviada por una práctica discriminatoria ilegal según el Título VI, tiene derecho a presentar una queja formal ante RIPTA. Al presentar su queja, por favor incluya su nombre, dirección y número de teléfono, así como detalles del incidente tales como lo que ocurrió, dónde y cuándo, y los nombres, direcciones, números de teléfono y direcciones de correo electrónico de los testigos. Usted puede:

- Enviar una carta a: Customer Service Manager, RIPTA, 705 Elmwood Avenue, Providence, RI 02907
- Llamar a la oficina de atención al cliente de RIPTA, (401) 781-9400 x180 o x183. La oficina atiende de lunes a viernes entre las 8:30 AM y las 4:30 PM.
- Ir a RIPTA.com y descargar una copia del formulario para querrelas por el Título VI para llenar y enviar a la dirección de arriba.

## ¡RIPTA aprecia sus comentarios!

RIPTA se compromete a brindarles servicios de transportación seguros, eficientes y de calidad a todas las comunidades a las cuales servimos. Si tiene alguna sugerencia sobre cómo mejorar nuestro desempeño en materia de la igualdad de trato a toda nuestra clientela o cómo satisfacer mejor las necesidades de los clientes que no dominan el inglés, le escucharemos encantados.



## TITLE VI INFORMATION • Protecting Your Rights / TITULO VI INFORMACION • Protegiendo Sus Derechos

**What is Title VI?** Title VI of the Civil Rights Act of 1964 is a federal statute declaring that no person shall be discriminated against or denied benefits on the basis of race, color, or national origin, in programs and services that receive federal financial assistance. To ensure that RIPTA customers are not discriminated against, we have adopted policies that promote equal access and quality service for all our customers.

**¿Qué es el Título VI?** Título VI del Acto Civil de Derechos de 1964 es un estatuto federal que declara que ninguna persona será discriminada en contra ni los beneficios negados por raza, por el color, o por origen nacional, en programas y servicios que reciben ayuda financiera federal. Para asegurar que clientes de RIPTA no son discriminados en contra, hemos adoptado las políticas que promueven el acceso y la calidad igual extendiendo a para todos nuestros clientes.

**What Does Title VI Mean To You?** RIPTA hereby gives public notice of its policy to uphold and assure full compliance with Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987, and related statutes and regulations in all programs and activities. Public transit agencies, such as RIPTA, are required to provide services in a fair and equitable manner to all passengers without regard to their race, color, or national origin. Title VI also requires RIPTA to reduce language barriers that may impede access to important services by customers who may not be proficient in English. RIPTA also has a zero-tolerance policy prohibiting any form of unlawful discrimination.

**¿Qué Título VI Significa El Estado?** RIPTA por la presente da nota pública de su política a apoyar y asegurarse de conformidad plena con Título VI del Acto Civil de Derechos de 1964, el Acto Civil de Restauración de Derechos de 1987, y estatutos y regulaciones relacionados en todos los programas y actividades. Las agencias públicas del tránsito, como RIPTA, son requeridas a proporcionar los servicios en una forma y la manera equitativa a todos los pasajeros sin consideración a su raza, al color, o a origen nacional. El título VI también requiere RIPTA a reducir barreras de idioma que pueden estorbar el acceso a servicios importantes por clientes que no puede ser que en inglés. RIPTA capaces también tiene una política de la mano dura que prohíbe ninguna forma de discriminación ilegal.

**What Should You Do If You Have a Complaint?** Any person who believes they have been aggrieved by an unlawful discriminatory practice under Title VI has a right to file a formal complaint with RIPTA. When submitting a complaint, please include your contact information as well as details of the incident including what occurred, where and when, and the names, addresses, phone numbers and e-mail addresses of witnesses. You may: • Send a letter to: Customer Service Manager, RIPTA, 705 Elmwood Avenue, Providence, RI 02907 • Call RIPTA Customer Service Office at (401) 781-9400. Customer Support Service is available Monday-Friday 7:00 AM-7:00 PM and Saturday from 8:00 AM-6:00 PM. • Go to [RIPTA.com](http://RIPTA.com) and download a copy of the Title VI Complaint Form to fill out and mail to the above address.

**¿Qué Debe Hacer Usted Si Tiene Queja?** Cualquier persona que cree ha sido ofendida por una práctica discriminatoria ilegal bajo Título VI tiene un derecho de archivar una queja formal con RIPTA. Al someter una queja, incluye por favor su información de contacto así como detalles del incidente inclusive lo que ocurrieron, donde y cuando, y los nombres, las direcciones, los números de teléfono y envíen por correo electrónico las direcciones de correo. Puede: • Envía una carta a: El Director del Servicio de atención al cliente RIPTA, 705 Providencia de la Avenida de Elmwood, RI 02907 • Llama La Oficina de Servicio de Atención Al Cliente de RIPTA (401) 781-9400. La Oficina está disponible de lunes-viernes 7:00 P.M. - 7:00AM y el sábado de 8:00 P.M. AM-6:00 • Va al [RIPTA.com](http://RIPTA.com) y descarga una copia del Título VI Queja Forma para llenar y enviar a la dirección antes mencionada.

**RIPTA Welcomes Your Feedback** RIPTA is committed to providing safe, efficient and quality transportation services to all the communities we serve. If you have any suggestion on how we can improve on our commitment to non-discrimination, or how we can better serve the needs of customers who are not proficient in English, we would like to hear from you.

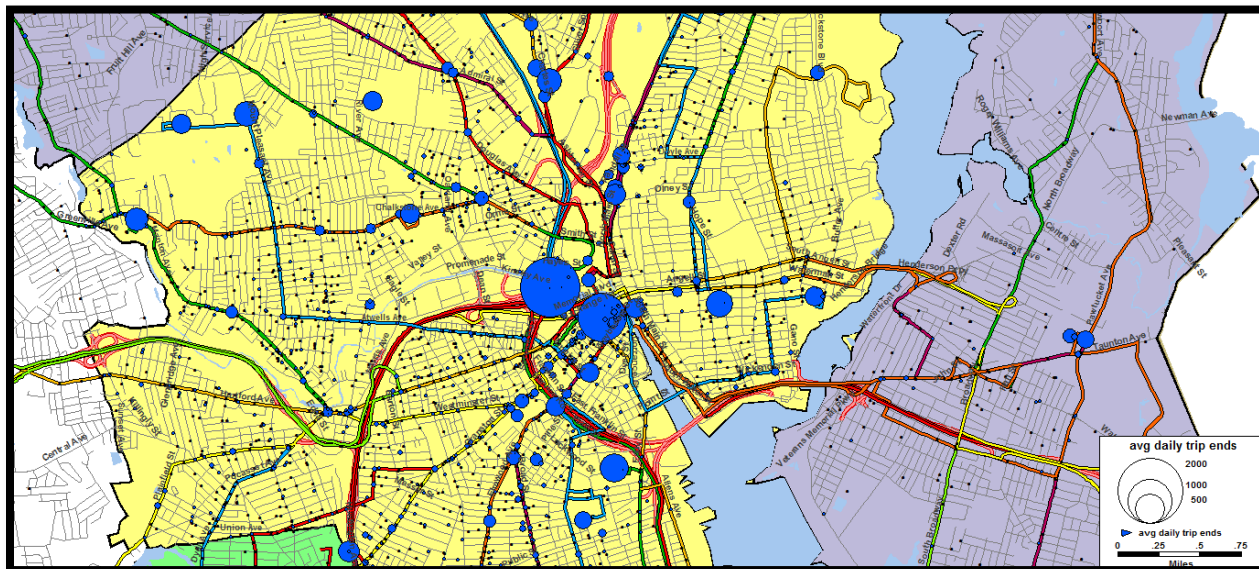
**RIPTA Bienvenidos Su Retroalimentación** RIPTA es comitado a proporcionar seguros, eficientes y servicios de transporte de calidad a todas las comunidades que servimos. Si tiene ninguna sugerencia en cómo podemos mejorar nuestro compromiso a la no discriminación, ni cómo podemos servir mejor las necesidades de clientes que no son capaces en inglés, queremos oír de usted.



781-9400 • [RIPTA.com](http://RIPTA.com)

Rhode Island Public Transit Authority

# Rider Survey 2016



Final report  
March 10, 2017



**WARNER**  
**TRANSPORTATION CONSULTING, INC.**

177 Riverside Drive  
Northampton, MA 01062  
413 585-5026

## Section 1: Introduction

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Transit agencies periodically survey their passengers to understand characteristics of the riders and their trips. This information can help with service planning by helping to determine if route or schedule modifications could provide a better fit with traveler origins and destinations. Demographic data collected by a survey helps to establish if the agency complies with Title VI (environmental justice) guidelines. By measuring rider satisfaction about various service attributes, a survey can also highlight areas for agency improvements.

The Rhode Island Public Transit Authority sought in 2016 to gather information for all of these purposes from its passengers on its fixed route and flex routes services throughout the state. In August 2016, the agency contracted with Warner Transportation Consulting, Inc. to conduct this effort.

This report is the result of that assignment. Following this introduction, the report is in four parts:

Section 2: methodology;

Section 3: characteristics of the riders and trips;

Section 4: customer satisfaction ratings

Section 5: trip ends

A copy of the survey form and an extensive set of cross-tabs are in the appendix. Finally, the study has generated considerable data on trip patterns that would be useful for future route planning. This is available electronically.

## Section 2: Methodology

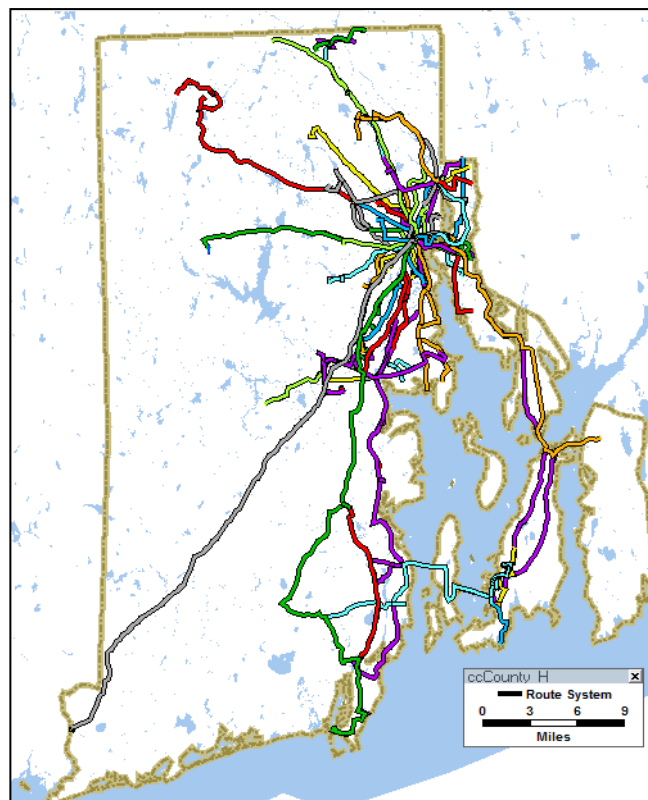
The study collected data on travel patterns, rider characteristics and attitudes through the use of on-board paper surveys. The main data collection effort occurred from September 20th to October 9th and included 11 weekdays, 3 Saturdays, and 3 Sundays. There were no national holidays or significant storms affecting travel patterns during this period.

The map at right shows the 53 fixed routes that RIPTA operated in the fall 2016. The survey occurred on 52 of these routes, with the only exception being the agency's Route 69, "the Hill Climber," a short fixed route loop service that operates exclusively on the campus of the University of Rhode Island. The survey also included the "flex" (non-fixed route) services that operate in several communities throughout the state.

The sampling plan for the fixed route service worked at the unit of the individual bus trip. No schedule trip (e.g., the weekday 7:42 AM trip of route 55) was surveyed more than once. The bus trips selected for the sample accounted for the distribution of trips in different time periods (including Saturdays and Sundays).

For most trips in the sample, on-board survey staff rode the full route (round-trip) and distributed questionnaires and pencils to passengers (except for small children) who boarded. Each survey monitor wore a tag indicating that the project was for RIPTA, and they carried a box of materials that included: (1) serial numbered surveys in English, Spanish, and Portuguese (2) pencils (3) survey trip tally sheets (4) a sign announcing RIPTA passenger survey today" in English, Spanish, and Portuguese, and tape to append this sign to the front of the fare box, (5) shift survey schedule, and (6) a card that staff could hand out to passengers who did not speak English, Spanish, or Portuguese. (The card provided a phone number where passengers speaking any of several other languages could call for further help.)

The surveyors would identify themselves to the bus drivers and tape the sign to the fare box. Passengers boarding the bus (or on the bus at the start of the survey) received a survey form (starting with the lowest serial number and going up) and a pencil and a request to complete the form. For each leg of the trip, survey staff used the tally sheet to record the route, start location, start time, end location, and the beginning and ending survey number distributed on that leg. Surveys for each leg with a tally sheet went into separate large envelopes, and the survey staff turned these into Marc Warner or Ben Heckscher, the survey supervisors, on their next break at the survey administrative hubs in either downtown Providence (Kennedy Plaza), or the transit center in Downtown Pawtucket.



The survey process for express buses and for flex routes was different. For the express buses, a survey staff person rode only on the afternoon outbound trips beginning in Downtown Providence. The surveyor distributed the questionnaire and small pencil to riders boarding on the four or five stops in the downtown loop. The surveyor would post a "return surveys here" envelope by the driver before exiting the bus at the last downtown stop (or at Tunnel & Thayer Street for the route 61X).

Survey staff did not ride the flex buses. Rather, the effort on these smaller vehicle, lower volume routes involved a display holder with the questionnaires at the side of the fare box facing the passengers as they boarded. A sign announced the "RIPTA survey today" and passengers could also take small pencils from a cup adjacent to the driver. The flex bus survey occurred on Tuesday, October 11.

The survey succeeded in eliciting the targeted number of responses with identifiable origins and destinations on most routes. For the few routes where the response rate fell short of this goal, a follow-up effort occurred on Thursday, January 26.

A copy of the English, Spanish, and Portuguese versions of the survey appears in Appendix 1.

### ***Survey responses***

The data collection effort elicited completed surveys from 6,799 riders with information including time-of-day on 10,441 one-way trips. After accounting for trip frequencies and route transfers (as specified on the surveys), these surveys translate into 75,313 weekly boardings. This is 19.7 percent of total weekly RIPTA boardings.

### ***Survey expansion***

Different trips yielded different rates of survey responses. In order to make assessments for the RIPTA system as a whole, we need to ensure a fair presentation of system-wide responses. The analysis thus begins with an expansion of survey responses to match the proportions of actual boardings by route, direction, and time-of-day as determined by a review of fare box data between September 20th and 28th, 2016.

The following three tables show the actual ridership and surveys completed by route and time of day and the final set of base weights used. These weights are the route and time-of-day shares of weekday, Saturday and Sunday ridership divided by the corresponding shares for the surveys.

## Rhode Island Public Transportation Authority—2016 Origin-Destination Study

**Boardings by Route**

Average weekday, Saturday and Sunday boardings by route  
as recorded by RIPTA fare boxes September 20 to 28, 2016

BOARDINGS route	WEEKDAY				Weekday all day	Saturday all day	Sunday all day
	open to 9 AM	9 to 3 mid	3 to 6 PM	6 to close eve			
1	1,352	1,915	1,087	566	4,920	1,587	1,095
3	332	354	326	90	1,101	567	315
6	71	241	94	16	422	109	38
8	80	4	40	2	126	-	-
9	98	202	55	3	358	-	-
10	10	8	18	-	36	-	-
11	1,981	4,086	2,206	1,308	9,581	5,763	4,063
12	26	7	25	-	57	-	-
13	94	116	88	29	327	224	168
14	189	204	194	38	626	267	-
17	400	503	386	149	1,437	650	362
18	241	149	217	50	656	117	-
19	468	635	412	200	1,715	996	540
20	843	1,477	707	310	3,338	1,376	881
21	331	700	393	218	1,642	1,024	599
22	442	614	418	171	1,645	978	692
27	526	775	499	210	2,010	1,166	791
28	369	602	448	151	1,570	808	397
29	109	244	92	19	463	259	-
30	197	285	166	103	752	425	306
31	609	1,111	766	329	2,815	1,624	1,095
32	84	112	66	15	277	-	-
33	354	555	359	197	1,465	735	621
34	97	196	148	69	510	420	149
35	146	188	133	32	498	261	136
40	39	138	60	17	254	-	-
49	5	2	12	-	19	-	-
50	508	711	522	253	1,993	889	548
51	340	584	365	212	1,501	843	582
54	372	836	413	284	1,905	1,170	750
55	246	294	226	108	873	446	241
56	611	962	680	213	2,466	1,061	607
57	302	410	292	172	1,176	863	375
58	184	165	136	34	518	324	-
59	42	48	58	1	149	-	-
60	741	982	736	504	2,963	2,331	1,669
61	65	0	5	-	70	-	-
63	103	360	171	55	689	539	176
64	68	87	92	2	248	95	-
65	76	9	46	1	131	-	-
66	303	562	373	261	1,499	935	608
67	27	504	82	16	629	542	795
69	193	1,267	74	-	1,534	-	-
71	93	265	120	20	498	407	145
72	378	660	440	126	1,604	863	486
73	52	116	49	13	230	-	-
75	66	114	67	18	264	162	112
76	27	60	38	8	132	135	-
78	183	335	216	146	880	706	279
80	44	67	20	4	135	-	-
87	137	377	131	29	674	314	302
92	692	1,080	607	379	2,757	1,230	641
95	49	5	47	0	102	-	-
203	11	12	4	0	27	-	-
204	23	29	9	4	65	-	-
210	7	22	5	-	33	10	7
211	212	748	256	30	1,247	-	-
231	4	9	1	-	14	16	-
242	16	10	11	0	37	-	-
281	49	51	20	1	121	-	-
282	2	16	5	-	23	-	-
<b>Grand Total</b>	<b>15,813</b>	<b>27,263</b>	<b>15,749</b>	<b>7,201</b>	<b>66,026</b>	<b>33,237</b>	<b>20,571</b>



## Rhode Island Public Transportation Authority—2016 Origin-Destination Study

## Completed Surveys by Route

Surveys attributed to more than one route or time period if respondent identified transfer route and reverse trip at a specified time-of-day. Weekday totals include records for which travel time not determined

SURVEYS	WEEKDAY				Weekday all day	Saturday all day	Sunday all day
	route	open to 9 AM	9 to 3 mid	3 to 6 PM			
1	98	336	205	87	781	140	81
3	47	119	62	39	280	62	50
6	15	74	32	11	143	18	14
8	6	6	19	1	36	2	3
9	11	13	28	1	56	2	-
10	6	8	15	1	35	10	7
11	90	497	206	82	962	284	137
12	8	-	15	-	23	1	-
13	5	32	11	7	57	31	15
14	36	42	39	6	135	29	13
17	36	124	46	42	268	48	40
18	52	38	30	13	143	41	2
19	15	143	53	17	252	49	19
20	76	177	82	37	408	91	58
21	49	195	100	32	407	125	101
22	27	104	58	26	225	47	65
27	45	165	101	44	388	105	60
28	26	75	40	31	186	40	73
29	19	61	29	12	129	26	14
30	28	81	24	11	153	95	74
31	39	197	74	41	393	109	36
32	30	35	30	8	113	12	9
33	39	120	54	25	267	132	73
34	6	36	11	4	61	49	22
35	11	39	31	5	95	35	34
40	16	33	33	8	103	3	5
49	1	13	7	5	28	10	2
50	28	142	93	39	331	81	82
51	9	97	40	24	187	102	63
54	45	129	57	34	287	95	88
55	40	73	32	24	191	74	29
56	41	184	88	28	371	87	83
57	29	77	45	19	180	69	25
58	17	44	12	5	87	45	7
59	9	-	25	1	35	-	-
60	116	183	106	46	487	168	157
61	4	4	8	-	18	1	1
63	14	31	8	3	62	38	15
64	6	24	18	13	65	21	1
65	12	1	19	-	40	-	-
66	30	138	46	37	265	66	103
67	7	27	12	2	50	41	14
69							
71	8	42	15	7	79	18	5
72	33	104	57	39	254	92	63
73	4	44	16	6	75	9	-
75	13	30	16	9	71	11	21
76	3	14	10	5	37	12	-
78	16	37	52	27	144	56	21
80	1	27	5	1	40	3	-
87	5	36	7	6	65	8	15
92	43	261	120	60	525	110	89
95	8	1	19	-	28	-	-
203					38	-	-
204					27	-	-
210							
211					71	-	-
231							
242					16	-	-
281					28	-	-
282							
Grand Total	1,378	4,513	2,361	1,031	10,281	2,803	1,889



## Rhode Island Public Transportation Authority—2016 Origin-Destination Study

## Base Weights by Route

Boardings divided by surveys for each route and time-of-day. Subsequent proportional scaling (used as appropriate on tables and charts in this report) accounts for weekly totals and for comparability.

unscaled base weights route	WEEKDAY				Weekday all day	Saturday all day	Sunday all day
	open to 9 AM	9 to 3 mid	3 to 6 PM	6 to close eve			
1	13.80	5.70	5.30	6.50	6.30	11.34	13.52
3	7.06	2.97	5.25	2.30	3.93	9.15	6.30
6	4.74	3.25	2.95	1.45	2.95	6.06	2.71
8	13.31	0.64	2.09	2.17	3.49	0.00	0.00
9	8.86	15.55	1.97	2.67	6.38	0.00	0.00
10	1.69	1.00	1.20	0.00	1.03	0.00	0.00
11	22.01	8.22	10.71	15.96	9.96	20.29	29.66
12	3.19	0.00	1.67	0.00	2.49	0.00	0.00
13	18.80	3.62	8.00	4.12	5.73	7.23	11.20
14	5.25	4.85	4.98	6.39	4.63	9.21	0.00
17	11.11	4.05	8.39	3.55	5.36	13.54	9.05
18	4.63	3.93	7.22	3.81	4.59	2.85	0.00
19	31.21	4.44	7.76	11.77	6.80	20.33	28.42
20	11.10	8.35	8.62	8.38	8.18	15.12	15.19
21	6.76	3.59	3.93	6.80	4.03	8.19	5.93
22	16.36	5.90	7.20	6.59	7.31	20.81	10.65
27	11.70	4.70	4.94	4.78	5.18	11.10	13.18
28	14.18	8.02	11.21	4.88	8.44	20.20	5.44
29	5.72	4.00	3.16	1.56	3.59	9.96	0.00
30	7.04	3.52	6.93	9.35	4.91	4.47	4.14
31	15.62	5.64	10.35	8.03	7.16	14.90	30.42
32	2.81	3.20	2.19	1.85	2.45	0.00	0.00
33	9.08	4.63	6.64	7.88	5.49	5.57	8.51
34	16.08	5.45	13.41	17.29	8.35	8.57	6.77
35	13.27	4.81	4.28	6.33	5.24	7.46	4.00
40	2.46	4.18	1.81	2.08	2.46	0.00	0.00
49	4.50	0.18	1.76	0.00	0.68	0.00	0.00
50	18.15	5.01	5.61	6.48	6.02	10.98	6.68
51	37.78	6.02	9.13	8.83	8.03	8.26	9.24
54	8.27	6.48	7.24	8.34	6.64	12.32	8.52
55	6.14	4.02	7.05	4.50	4.57	6.03	8.31
56	14.89	5.23	7.73	7.61	6.65	12.20	7.31
57	10.41	5.33	6.48	9.04	6.53	12.51	15.00
58	10.82	3.74	11.33	6.70	5.95	7.20	0.00
59	4.69	0.00	2.33	0.67	4.24	0.00	0.00
60	6.39	5.37	6.94	10.95	6.08	13.88	10.63
61	16.21	0.04	0.58	0.00	3.87	0.00	0.00
63	7.32	11.60	21.42	18.33	11.10	14.18	11.73
64	11.31	3.63	5.08	0.12	3.82	4.52	0.00
65	6.32	8.50	2.43	0.00	3.28	0.00	0.00
66	10.10	4.07	8.12	7.05	5.66	14.17	5.90
67	3.81	18.67	6.85	7.83	12.57	13.22	56.79
69	0.00	0.00	0.00	0.00	0.00	0.00	0.00
71	11.65	6.31	7.99	2.83	6.30	22.61	29.00
72	11.44	6.35	7.71	3.24	6.31	9.38	7.71
73	12.88	2.64	3.06	2.22	3.07	0.00	0.00
75	5.09	3.79	4.16	1.98	3.72	14.73	5.33
76	8.83	4.31	3.77	1.53	3.57	11.25	0.00
78	11.42	9.06	4.16	5.41	6.11	12.61	13.29
80	44.33	2.49	3.90	4.00	3.38	0.00	0.00
87	27.30	10.47	18.74	4.86	10.36	39.25	20.13
92	16.09	4.14	5.06	6.31	5.25	11.18	7.20
95	6.15	5.33	2.48	0.00	3.64	0.00	0.00
203	0.72	0.72	0.72	0.72	0.72	0.00	0.00
204	2.40	2.40	2.40	2.40	2.40	0.00	0.00
210	0.00	0.00	0.00	0.00	0.00	0.00	0.00
211	17.56	17.56	17.56	17.56	17.56	0.00	0.00
231	0.00	0.00	0.00	0.00	0.00	0.00	0.00
242	2.28	2.28	2.28	2.28	2.28	0.00	0.00
281	4.30	4.30	4.30	4.30	4.30	0.00	0.00
282	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Average	11.61	6.13	6.73	7.00	6.50	12.03	11.02

## Distinct weights calculated and applied

Different types of analyses will call for different weighting of the survey results. This section presents two different weighting schemes. The first weight is the one used generally in the tables, charts, and narrative presented in this report. The second is used less frequently and then as noted where appropriate.

Both of these weights aim to ensure that the survey responses are *proportionate* to the actual distribution of ridership by RIPTA route. In other words, for inferences from the survey about the system as a whole, we would want to more heavily weight the surveys from routes where the response rate was lower than average, and more lightly weight the surveys from routes where the response rate was higher than average. The weekday responses relative to the actual ridership, for example, were lower for route 21 than for route 22. For characteristics about the full RIPTA service, we thus apply a proportionally higher weight for the surveys on route 21 than we do for those on route 22.

Here are the weighting schemes as calculated and applied:

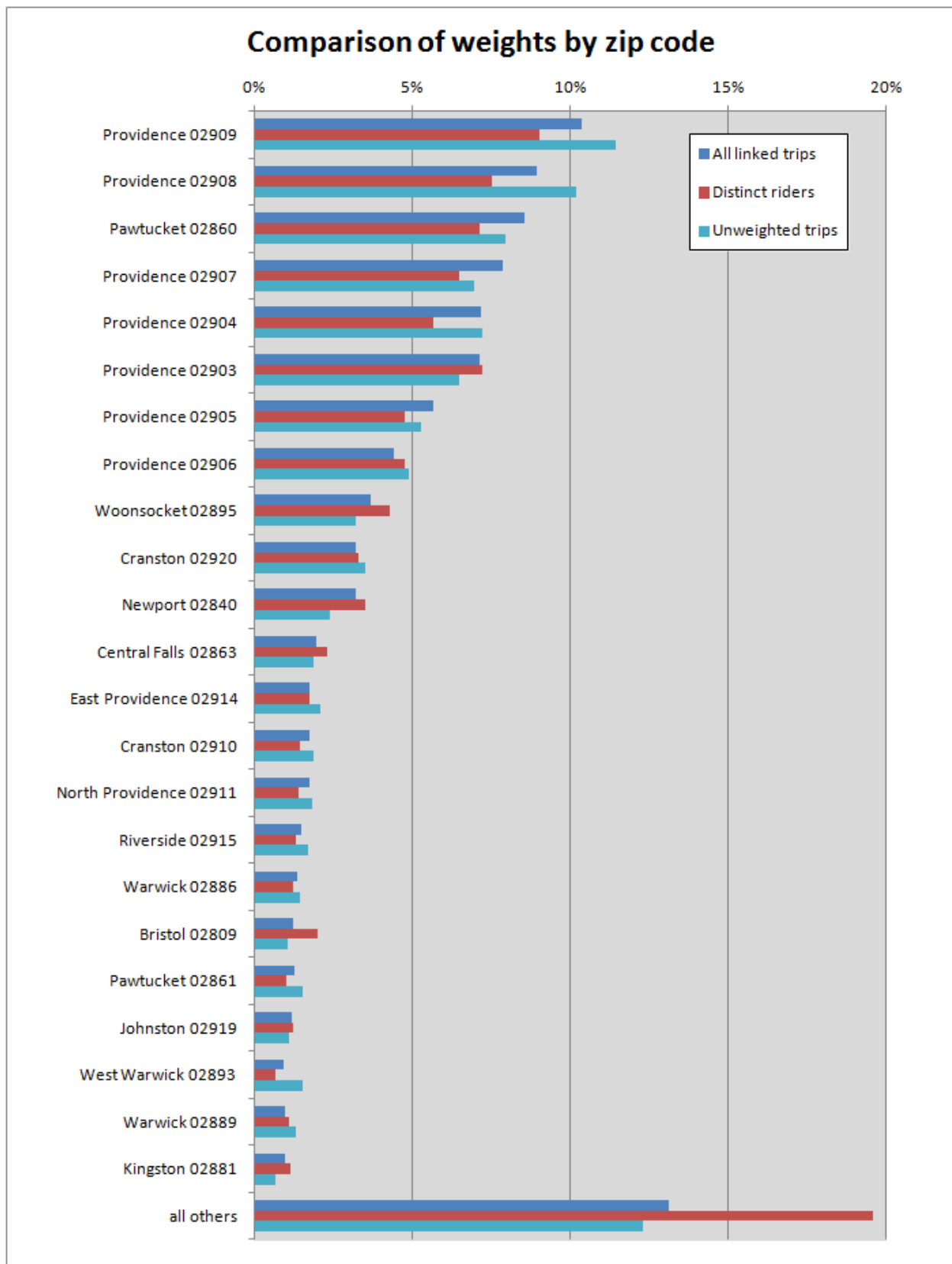
- All linked trips--These are the base weights, adjusted for the number of transfers used and then rescaled so that the sum matches the original 6799 responses. This weight ignores the frequency with which any individual traveler uses RIPTA.
- Distinct riders-- It is important to note the distinction between trips and riders. "Trips" reflect the overall travel patterns of people riding the system. "Riders" refer to the individuals that use the system, regardless of their trip frequency. As a simple illustration of this difference, consider a system with two individual bus riders. Rider A commutes by bus every weekday. Rider B takes one trip by bus each week. Over the course of the week, riders would make six round trips, but there would be only two *different* riders.

A distinct rider weight allows us to deal with under-representation in the survey sample of infrequent riders. This under-representation occurs because the infrequent rider is less likely to be on the bus on any given survey day than would a daily or other frequent rider. This does not affect characteristics of the boardings or trips, but it does bias the measures of characteristics of individual riders. The trip frequency weight applied to the survey responses of each respondent is the overall average trip frequency divided by the trip frequency of the respective survey respondent.

Note that the charts and tables in this report apply the "All linked trips" weight except for the "Distinct riders" line in the charts or as otherwise specified in the text.

## Application of the weights by zip code of residence

The chart on the next page compares the unweighted and weighted distribution of survey responses according to the respondent's home zip code. The bottom grouping for "all others" aggregate the results for 218 other home zip codes, none of which accounts for more than one percent of the total in any of the weight schemes. The results show that the unweighted sample is a very close match for the linked trips weighting schemes, but less so for the weights by distinct riders. This means that a higher share of *infrequent* RIPTA riders come from communities outside the core service area around Providence.



**Margin of error**

The margin of error is a statistical term that measures the degree to which the results of the sample (the survey respondents) would also apply to the full relevant population (all bus riders and trips). The calculation, shown for the 90 and 95 percent confidence intervals appears in the table below. It says, for example, that we can be 90 percent confident that findings from the sample are within a maximum of 3.11 percent of the results for *all* trips on the Rapid Bus (Route R). Findings for the other route types are based on different size samples and have a higher or lower maximum margin of error. The formula for computing the maximum margin of error (with a 90 percent confidence) is 1.65 times the square root of .25 divided by the sample size.

Route Type	Margin of error 90% CI	Margin of error 95% CI	routes in respective Route Type
Rapid Bus (Route R)	3.11	3.72	11
Key Corridor	1.65	1.97	1 20 27 28 31 50 56 67 92
Local KP South	2.14	2.56	3 6 17 18 19 21 22 30
Local KP Other	2.13	2.55	32 33 34 35 40 49 51 55 57 58 72 78
Local Non-KP	3.66	4.38	13 29 63 64 71 73 75 76 80 87 211
Regional & Express	2.44	2.92	8 9 10 12 14 54 59 60 61 65 66 95
Flex routes	8.99	10.75	203 204 242 281
System-wide	0.93	1.11	

It is important to recognize that the calculated margin of error assumes that the survey sample is *random*. Is this a reasonable assumption? For drawing conclusions about transit use system wide, we believe it is. For certain sub-markets, it may be questionable. This is due in part to the nature of the survey. Surveying passengers on specific *bus trips* was a pragmatic (and standard) alternative to surveying a random sample of all passengers throughout the day. This latter approach would have assured that all RIPTA passengers—not just those on the selected sample of trips—would have a more equal chance to be part of the survey. The use of the bus trip as the sample unit does undermine the assumption of randomness, but we assume that the effect is a wash; i.e., that the surveyed passengers on the selected trips (distributed throughout the day) are still a fair representation of the passengers who boarded other trips.

Finally, the sample is likely to include a lower than actual share of riders who have low literacy, who had a very short bus trip, and who did not get a seat (thus making it more difficult to fill out the form). The survey process and staff sought to minimize this potential bias (surveys were available, for example, in Spanish and Portuguese), but this potential source of bias may have occurred. Again, we assume that this effect is small and does not appreciably bias the overall results.

## Section 3: Rider and Trip Characteristics

Who is riding RIPTA? The survey allows us to answer this in terms of a variety of demographic and trip characteristics:

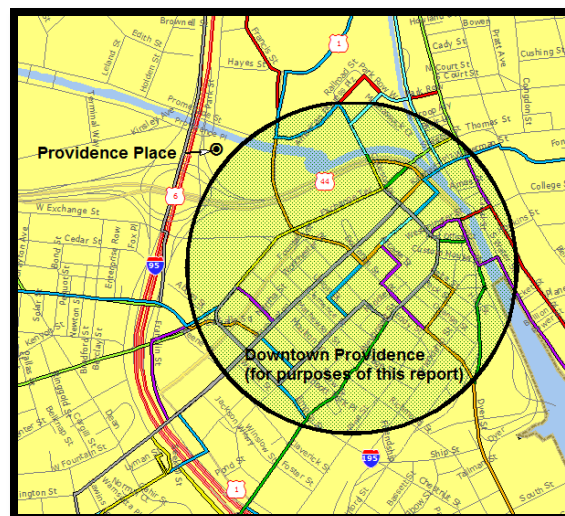
- |                       |                                  |
|-----------------------|----------------------------------|
| 1. Trip frequency     | 8. Home language                 |
| 2. Trip purpose       | 9. Access to a car or motorcycle |
| 3. Residency          | 10. Number of years riding RIPTA |
| 4. Sex                | 11. Transit dependency           |
| 5. Age                | 12. Transfers                    |
| 6. Income             | 13. Fare                         |
| 7. Race and ethnicity |                                  |

This section presents details on each of these issues. For most of the characteristics, a chart shows the weighted responses for all trips, all riders, and for selected other subgroups (by trips, not distinct riders). When looking at the charts, you might want to **compare the top bar labeled “All Trips” against each of the bars below it**. This will highlight differences for the particular sub-group with characteristics found for RIPTA trips as a whole.

### A note about the selected major transit trip generators

Each of the charts identifies the subgroup of trips with one end at any of 11 major transit trip generators. These major trip generators are as follows:

- Downtown Providence-- defined as the area within  $3/10^{\text{th}}$  of a mile around City Hall (see map at right).
- Providence Place Mall
- University of RI
- Brown University area--defined as the area within 1/4 mile of Thayer and Angell Streets
- RI Hospital
- CCRI Providence
- Warwick Mall
- CCRI-Lincoln
- Rhode Island College
- Walmart Cranston
- CCRI Warwick



## Rhode Island Public Transportation Authority—2016 Origin-Destination Study

With the exception of Downtown Providence and Providence Place, we have defined the relevant subgroup of transit trips as those with an origin or destination **within one-quarter mile** of the respective central point. This distance represents the typical maximum walking distance to a bus stop, but it also helps to ensure that addresses or intersections on different sides of a facility are counted together. Another effect of this approach, however, is to include land uses that otherwise have no connection to the particular generator. Thus, trips listed under Rhode Island Hospital include those starting or ending at nearby residences and stores.

### A note about the trip purposes

The charts in this section and the tables in the appendix present the trips according to ten trip purposes, that account for both trip ends--origin and destination. These purposes are as follows:

Trip purpose	<i>One end at:</i>	<i>The other end at:</i>	Share of total trips	Share of total riders
HBW	Home	work	30.1%	23.1%
HBShop	Home	shopping	11.5%	12.6%
HBSch/Coll	Home	school or college	13.9%	11.5%
HBChldCr	Home	child care	0.8%	0.8%
HBRec	Home	recreation / social	6.7%	8.3%
HBMed	Home	medical	10.1%	11.1%
HBO	Home	other	10.2%	12.3%

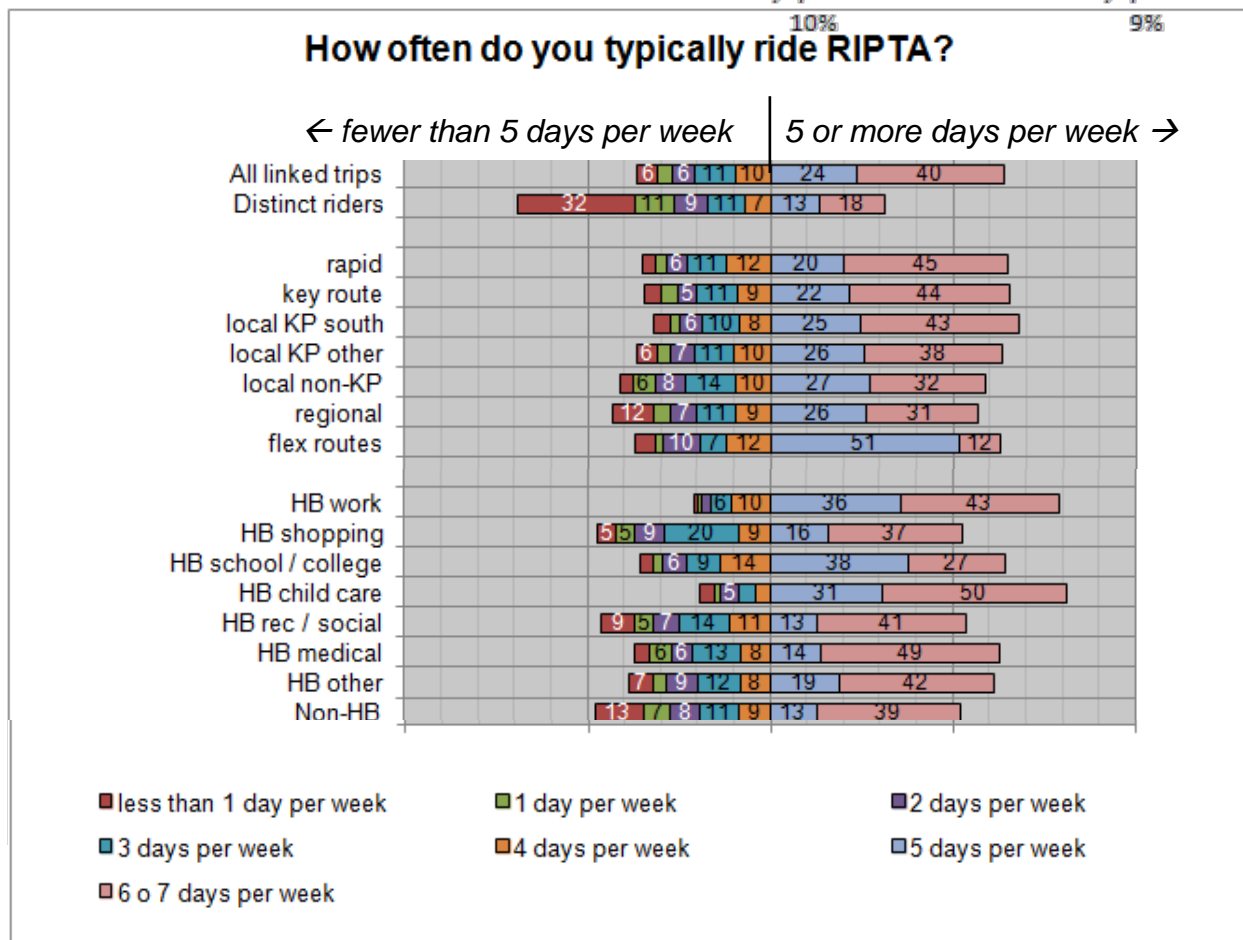
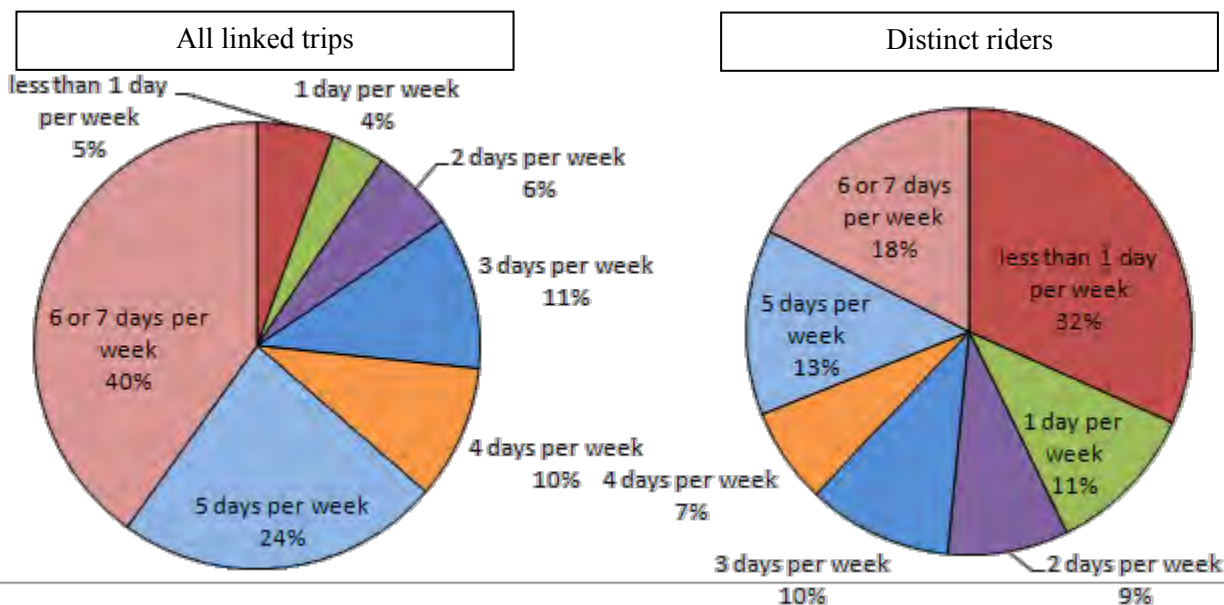
Trip purpose	<i>Neither end at:</i>	<i>One end at:</i>	Share of total trips	Share of total riders
NHBOther	Home	other	16.5%	20.3%

*All trip purposes* 100.0% 100.0%

The “other” end for HBO trips includes any activity not specifically mentioned in the other categories. Non-home-based other (NHBOther) trips are generally for all trips that have neither end at a traveler’s home.

**Trip frequency**

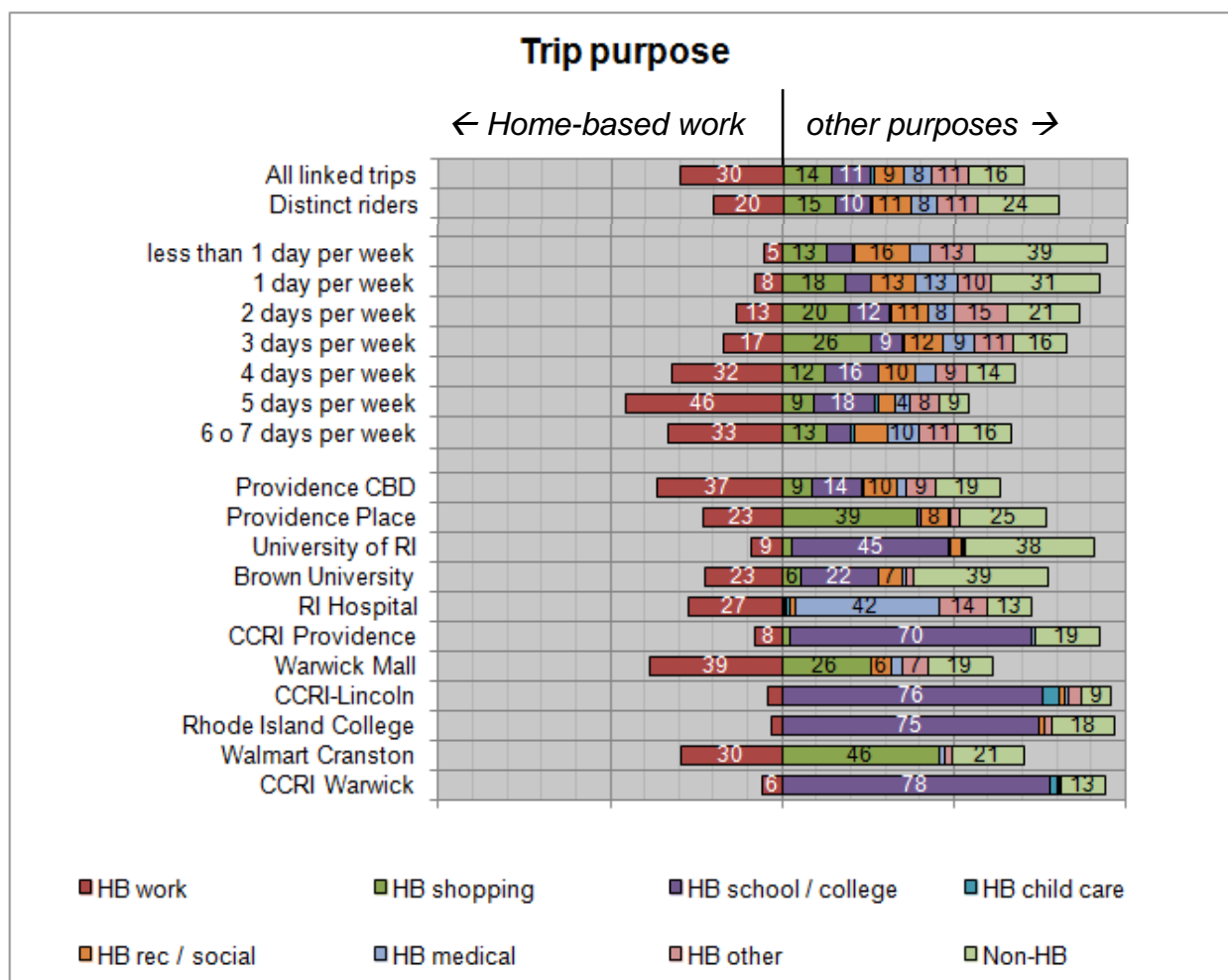
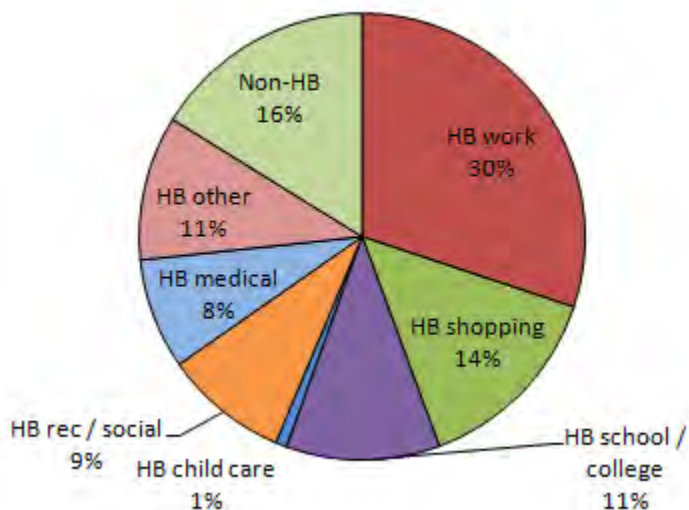
- Almost two-thirds of RIPTA trips (64 percent) are by riders who make their trip by bus five or more days per week.
- These high frequency riders, however, account for only 31 percent of different RIPTA users. Over 40 percent of the different RIPTA riders (43 percent) use the system one day or less per week.





**Trip purpose**

- Only 30 percent of RIPTA trips are for commuting between home and work (HB work).
- For trips with an end in Downtown Providence, the rate is higher than the average, but still only 37 percent of these trips are part of the journey between work and home.
- The commute accounts for 39 percent of the bus trips to the Warwick Mall.

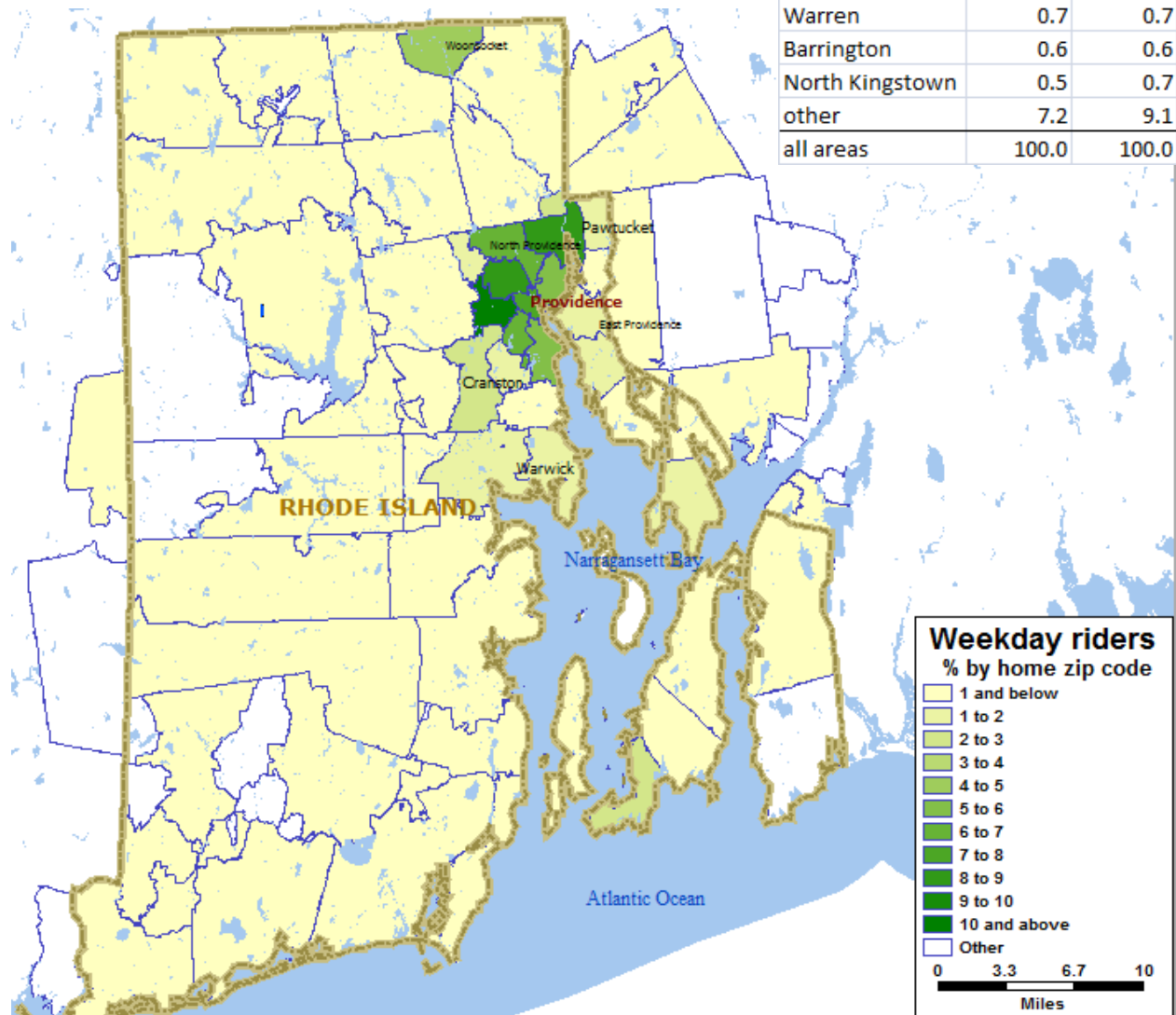




**Residence**

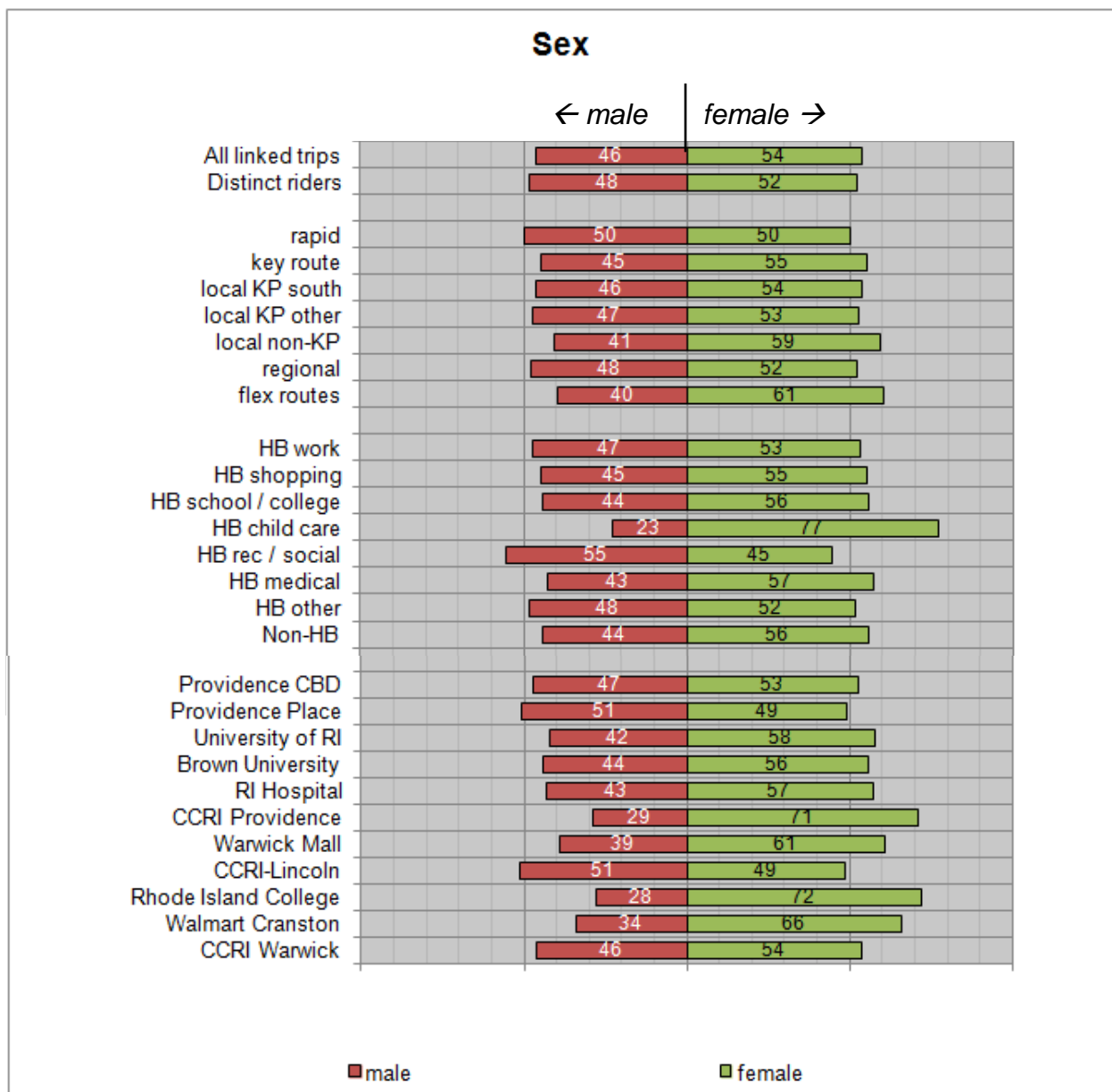
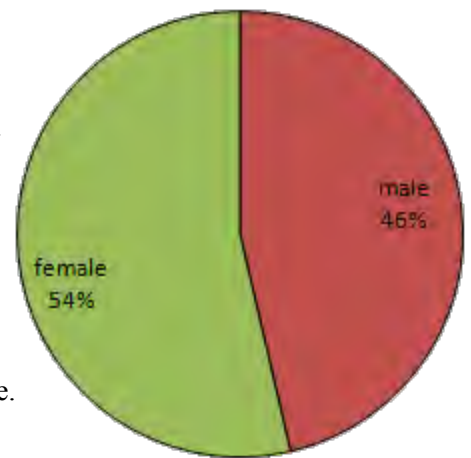
- Over half of all RIPTA trips are by residents from Providence.
- Residents from just five cities--Providence, Pawtucket, Cranston, Warwick, and Woonsocket--account for three-quarters of total RIPTA trips.

<i>Percent of travelers by residence</i>		
	All trips	Distinct riders
Providence	52.9	49.2
Pawtucket	10.3	8.9
Cranston	5.3	5.7
Warwick	3.1	3.1
Woonsocket	4.0	5.0
Newport	3.3	3.9
Riverside	1.6	1.8
Central Falls	2.3	2.9
North Providence	1.8	1.7
East Providence	1.6	1.6
Bristol	1.5	2.2
West Warwick	1.2	1.0
Johnston	1.3	1.1
Wakefield	0.7	0.7
Warren	0.7	0.7
Barrington	0.6	0.6
North Kingstown	0.5	0.7
other	7.2	9.1
all areas	100.0	100.0



**Sex of passengers**

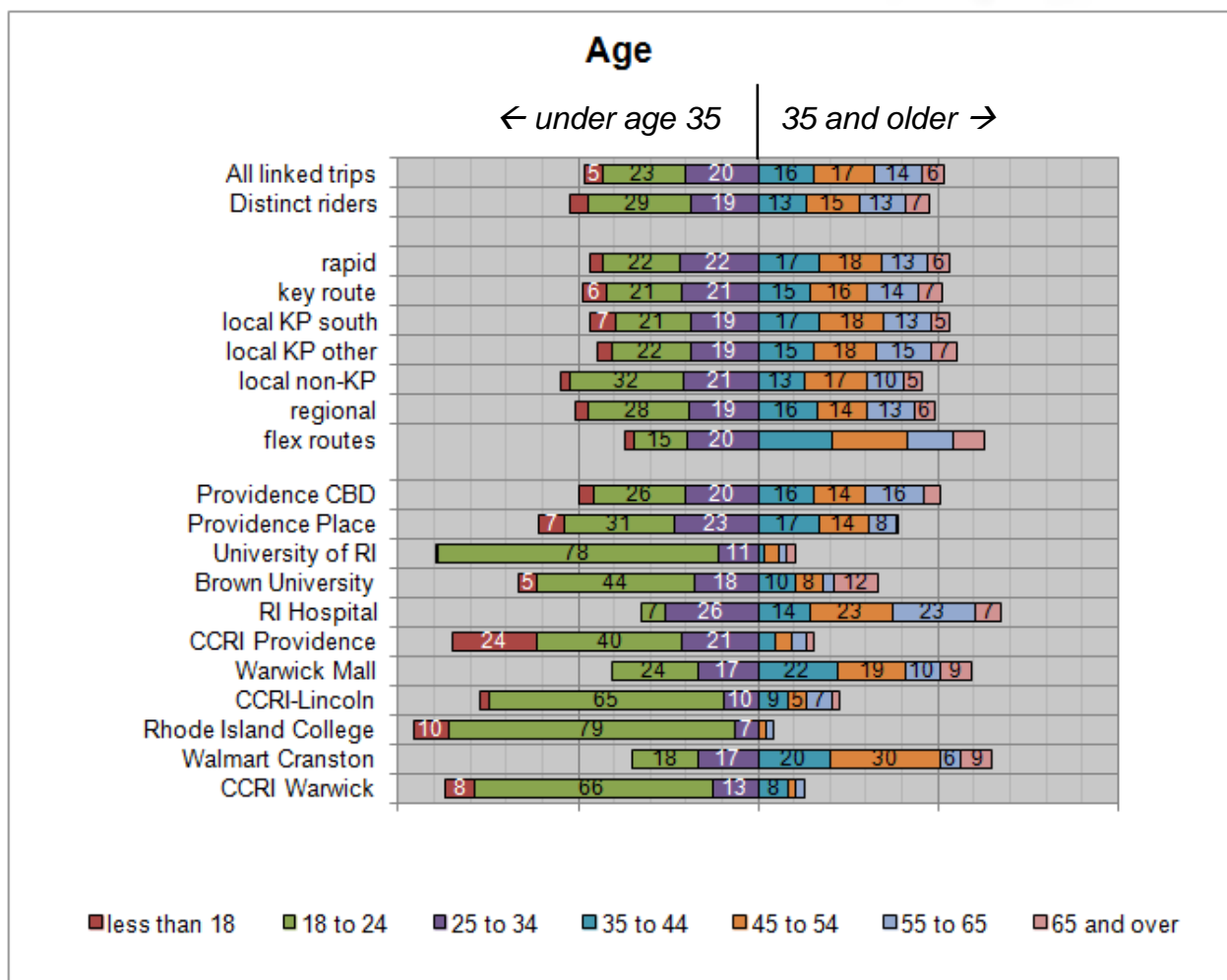
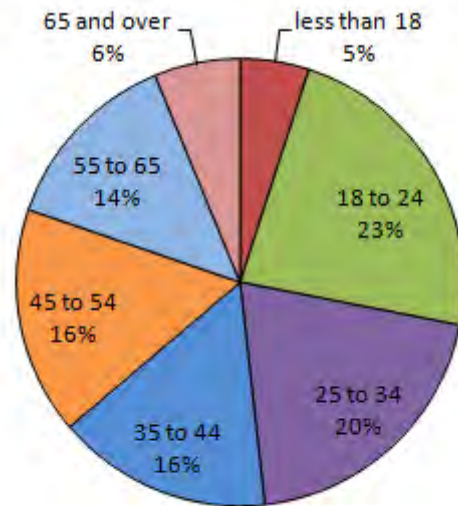
- Females make up 54 percent of the average RIPTA bus load, and a slightly lower share (52 percent) of all distinct RIPTA riders.
- For each of the sub-markets examined, males comprise a majority of RIPTA passengers only for trips for social/recreational purposes, and a bare majority of the trips to Providence Place and CCRI-Lincoln.
- Over 70 percent of the boardings are female on the flex routes, for child care, and to CCRI-Providence and Rhode Island College.



Rhode Island Public Transportation Authority—2016 Origin-Destination Study

**Age**

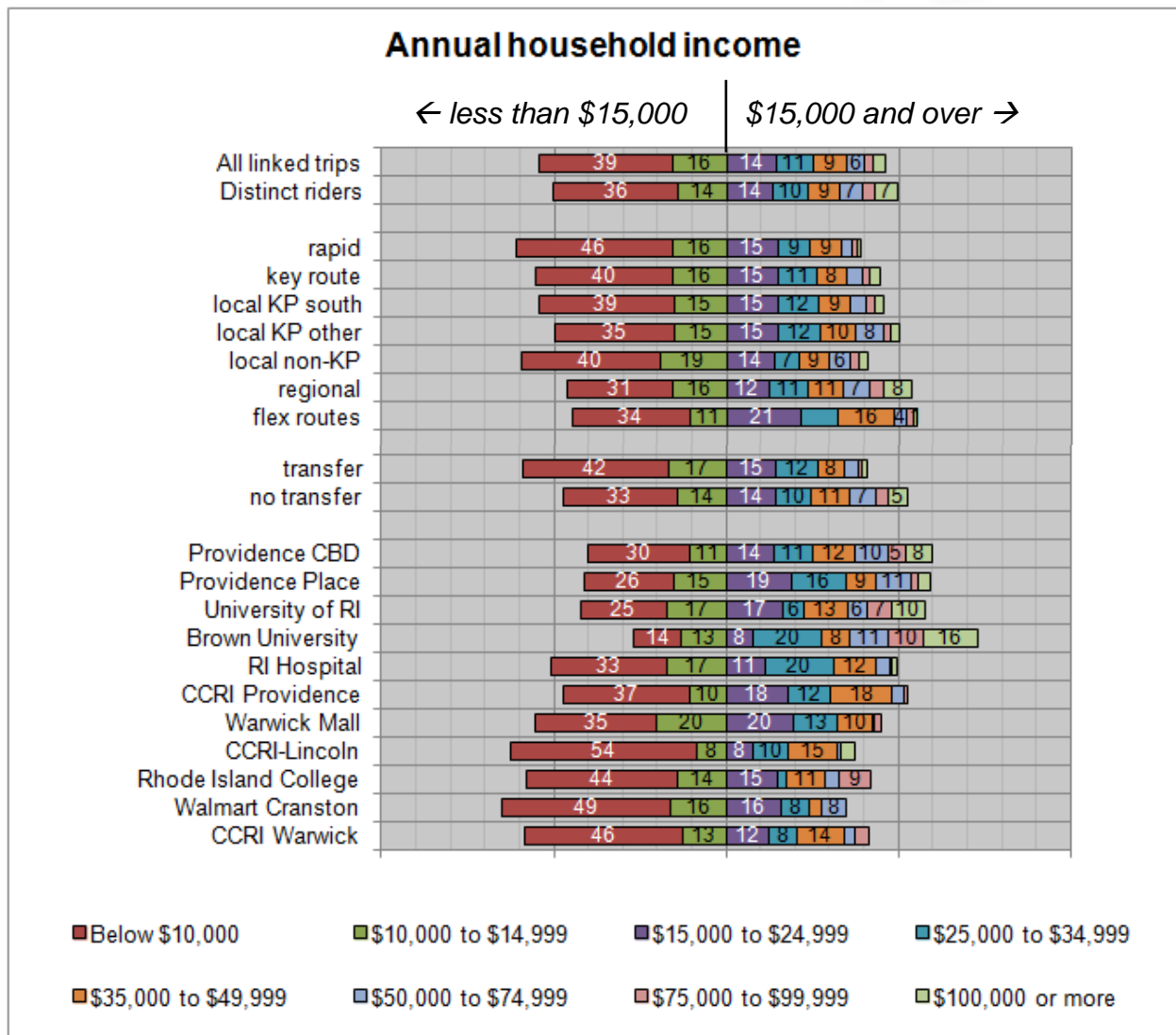
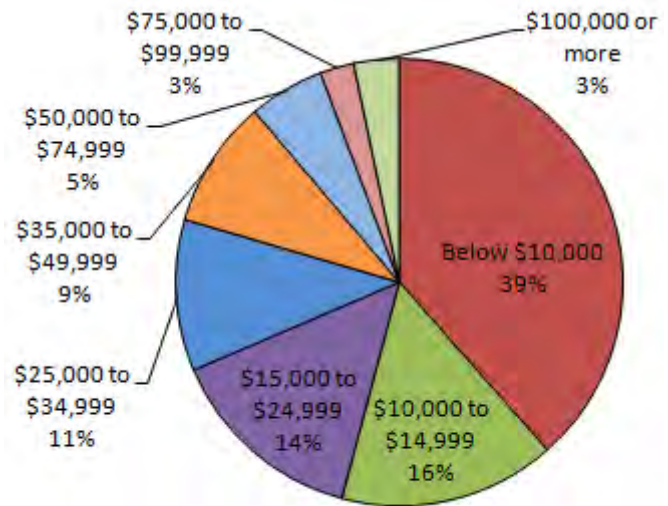
- Survey staff did not hand questionnaires to small children (under about age 15). Among the other travelers, 48 percent of the trips, and 52 percent of the distinct riders are under age 35.
- As expected, the home-based school/college trips skew the youngest. The 24 percent of trips by people under age 18 shown for CCRI-Providence relates to the high school age students at the adjacent Met School.



Rhode Island Public Transportation Authority—2016 Origin-Destination Study

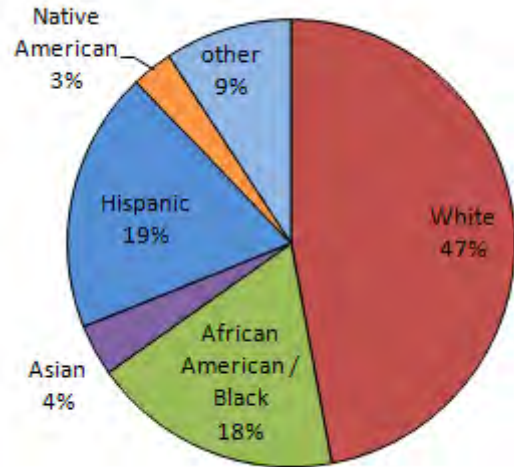
**Income**

- Over half of all RIPTA trips are by travelers with annual household incomes under \$15,000 per year, and 39 percent report annual household incomes of less than \$10,000.
- The R Line has a higher share of these lowest income riders than any of the other route types.
- The regional and flex services, and the travelers with a trip end near Brown University are much wealthier.

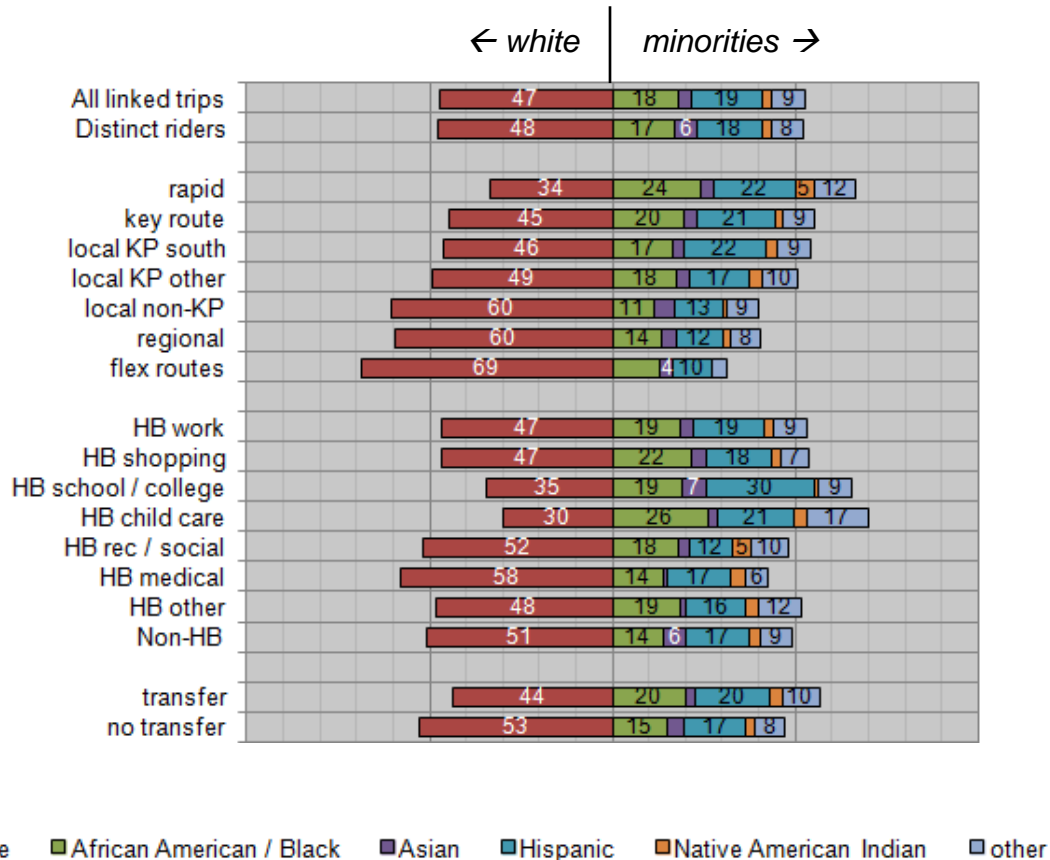


**Race and Ethnicity**

- Minorities account for a slight majority of RIPTA trips (53 percent) and distinct riders (52 percent).
- This rate is not consistent across route types. The rapid (R Line) has a much higher percentage of minorities, and most trips on the local non-Kennedy Plaza, regional, and flex routes services are by white travelers.

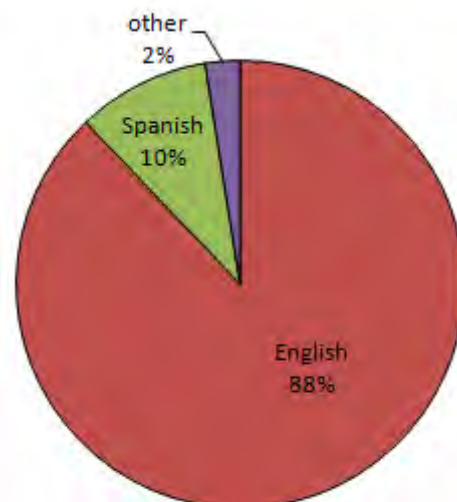


**How would you describe your race / ethnicity?**



**Home Language**

- Almost nine of ten RIPTA travelers speak English at home.
- Ten percent of RIPTA travelers speak Spanish at home. and smaller shares use other languages at home.



language	percent	language	percent
English	87.94%	ASL	0.03%
Spanish	9.65%	Filipino	0.03%
Portuguese	0.32%	Korean	0.03%
French	0.27%	Danish	0.02%
Creole	0.22%	Sicilian	0.02%
other	0.21%	Thai	0.02%
Nepali	0.19%	Greek	0.01%
Chinese	0.16%	Urdu	0.01%
German	0.11%	Bulgarian	0.01%
Russian	0.09%	Cambra	0.01%
Arabic	0.08%	Haitian	0.01%
Vietnamese	0.07%	Indonesia	0.01%
Hindi	0.05%	Japanese	0.01%
Tigrigna	0.05%	Nonya	0.01%
Cambodian	0.05%	Rhoner	0.01%
Bangla	0.04%	Sinhala	0.01%
Cape Verdean	0.04%	Halina	0.00%
Italian	0.04%	Macedonian	0.00%
Cantonese	0.04%	Naragansett	0.00%
Igbo	0.04%	Nepalese	0.00%
Kirundi	0.04%	Serbian	0.00%
Patuah	0.04%	Ukrainian	0.00%
Sinhalese	0.04%		



**RESOLUTION BY THE BOARD OF DIRECTORS OF THE RHODE ISLAND  
PUBLIC TRANSIT AUTHORITY**

WHEREAS, The Rhode Island Public Transit Authority ("RIPTA") is a body corporate and politic created by R.I.G.L § 38-18, *et seq.* for the purpose of providing statewide public transit services;

WHEREAS, RIPTA, as the recipient of federal funds from the Federal Transit Administration (the "FTA"), must submit reports regarding its compliance with Title VI of the Civil Rights Act of 1964 every three years;

WHEREAS, in April 2015, the Board of Directors approved RIPTA's Title VI Program for 2015-2018 (the "Program");

WHEREAS, RIPTA then submitted the Program to the FTA, which advised that certain changes should be made to the Program;

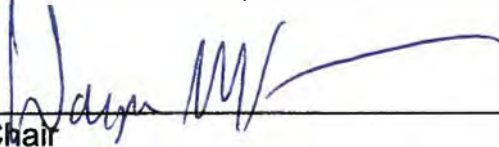
WHEREAS, RIPTA made the required changes to the Program, and the Board of Directors approved re-submission of the Program in January 2016;

WHEREAS, the FTA has since advised that the Board of Directors must separately approve RIPTA's Service and Fare Equity Analysis Policy, which is included in the Program, and submit such approval to the FTA;

WHEREAS, the Board of the Directors of RIPTA wishes to approve this Policy so that it may be submitted to the FTA;

NOW THEREFORE, in light of the foregoing, it is hereby RESOLVED by the Board of Directors of the Rhode Island Public Transit Authority that RIPTA's Service and Fare Equity Analysis Policy is approved and shall be submitted to the FTA.

On Behalf of the Rhode Island Public Transit Authority, the Chairman of the Board of Directors, has executed this Resolution as of the 28<sup>th</sup> day of June 2016.

  
\_\_\_\_\_  
Chair

## SERVICE & FARE CHANGE EQUITY ANALYSES, JANUARY 2016 – MARCH 2018

Pursuant to FTA Circular 4702.1B, transit providers must include in their Title VI Programs the results of equity analyses for all major service changes and/or fare changes implemented since the last Title VI Program submission. In compliance with this requirement are the following:

- A list of major service or fare changes since the last Title VI Program submission.
- Copies of all service and fare equity (SAFE) analyses prepared in association with these changes.

### Major Service Changes

RIPTA has implemented a total of three major service changes since the adoption of its previous Title VI Program in 2016. Below is a list of these major service changes.

#### RIPTA Major Service Changes

Choose Up	Minority Route	Low Income Route
Winter 2016 (No major service changes)		
Summer 2016 (No major service changes)		
Fall 2016 (Effective 9/3)		
52 Branch Avenue	Yes	No
Winter 2017 (Effective December 24)		
70 URI (new service)	No	No
Summer 2017 (Effective June 17) (No major service changes)		
Fall 2017 (Effective date 9/2)		
62 URI	No	No
Winter 2018 (Effective January 13) (No major service changes)		

### Fare Changes

In January 2016, RIPTA's Board of Directors approved increasing the fare charged to Reduced Fare Bus Pass Program participants from \$0.00 to \$0.50. This decision was made as part of a comprehensive fare schedule upgrade and after consideration of a fare change equity analysis. RIPTA began collecting this fare on February 1, 2017. On July 1, 2017, this fare was rolled back to \$0.00. Because the SAFE analysis conducted prior to implementing the fare increase indicated a disproportionate burden on low-income riders, no further analysis was conducted prior to approving the fare rollback.

### Service and Fare Equity (SAFE) Analyses

Following are RIPTA's SAFE analysis narratives and worksheets for the three major service changes implemented since the adoption of the previous Title VI Program.





## Title VI Service Change Equity Analysis (Revised) Fall 2016 Choose-Up

### Finding:

For the Fall 2016 choose-up, eight proposed service changes meeting the “major service change” threshold were analyzed to determine whether they might negatively impact minorities or low income individuals. One proposed change, the elimination of Route 52, has been found to have a disparate impact on minorities.

### Background:

On January 15, 2016 the RIPTA Board of Directors approved an updated Title VI Program in keeping with the requirements of Federal Transit Agency (FTA) Circular 4702.1B. Pursuant to this Program, service changes meeting the definition of “Major Service Change” must be analyzed to determine their potential for negatively impacting minorities or low income populations.

RIPTA defines major service change as follows:

1. The establishment of new transit lines
2. Within an 18 month period, cumulative increases or decreases of more than 25% in the annual transit revenue vehicle miles operated on a corridor
3. Within an 18 month period, cumulative increases or decreases of more than 25% in the annual number of service hours scheduled on a corridor

Once a major service change has been identified, potential adverse effects are considered. RIPTA defines an adverse effect as a geographical or time-based reduction in service impacting more than 20 passengers that includes:

1. Span of service reductions of more than one hour total
2. Frequency reductions of more than fifty percent (50%)
3. Route segment eliminations that results in a walk of over 1/2-mile to the nearest bus stop from the former stop
4. Re-routing that results in a walk of over 1/2-mile to the nearest bus stop from the former stop
5. Route elimination

Service changes with adverse effects are then analyzed to determine whether the change will have a disparate impact on minority populations or a will place a disproportionate burden on low income populations.

Pursuant to RIPTA's policy, a disparate impact occurs when more than 33.6% of the population bearing adverse effects belongs to minority groups. This policy is designed to reflect populations that meaningfully exceed the statewide service area average of 23.6% minority.

RIPTA defines a disproportionate burden as occurring when more than 23.6% of the population bearing adverse effects belongs to low-income groups. This policy is designed to reflect populations that meaningfully exceed the service area average of 13.6% low-income individuals, based on 2010 U.S. Census data. The disproportionate burden policy applies only to low-income populations that are not also minority populations.

RIPTA has created a profile for each of its routes using 2010 U.S. Census data, indicating the potential minority and non-minority ridership within Census blocks intersecting a half-mile radius of bus stops. The table below lists RIPTA's routes serving populations exceeding the minority and/or low income thresholds noted above.

**Routes Meeting Thresholds for "Minority/Low Income" Route Status**

Route	Minority	Low Income	Route	Minority	Low Income
1	Yes		50	Yes	Yes
3			51	Yes	
6	Yes	Yes	52	Yes	
8X			54		
9X			55	Yes	
10X	Yes	Yes	56	Yes	Yes
R Line	Yes	Yes	57	Yes	
12X			58		
13			59X		
14			60		
17	Yes	Yes	61X		
18	Yes	Yes	63		
19	Yes	Yes	64		
20	Yes	Yes	65X		
21			66		
22	Yes		67		
27	Yes	Yes	71	Yes	
28	Yes	Yes	72	Yes	Yes
29			73	Yes	
30	Yes		75	Yes	
31	Yes	Yes	76	Yes	
32			78		
33			80	Yes	
34			87		Yes
35			92	Yes	Yes
40			95X		
49		Yes			

The above policies were developed with the participation of members of Rhode Island's minority, low-income, and limited English proficiency (LEP) communities; RIPTA commits to maintaining an ongoing relationship with organizations representing these communities as well as inviting public comment on proposed fare changes and major service changes.

## Proposed Major Service Changes for Fall 2016 Choose-Up

Three times each year, RIPTA makes adjustments to service in response to changing community conditions, demand for service, and to optimize transit operations consistent with RIPTA's adopted service standards. For the Fall 2016 choose-up, eight proposed changes meet the definition of major service change.

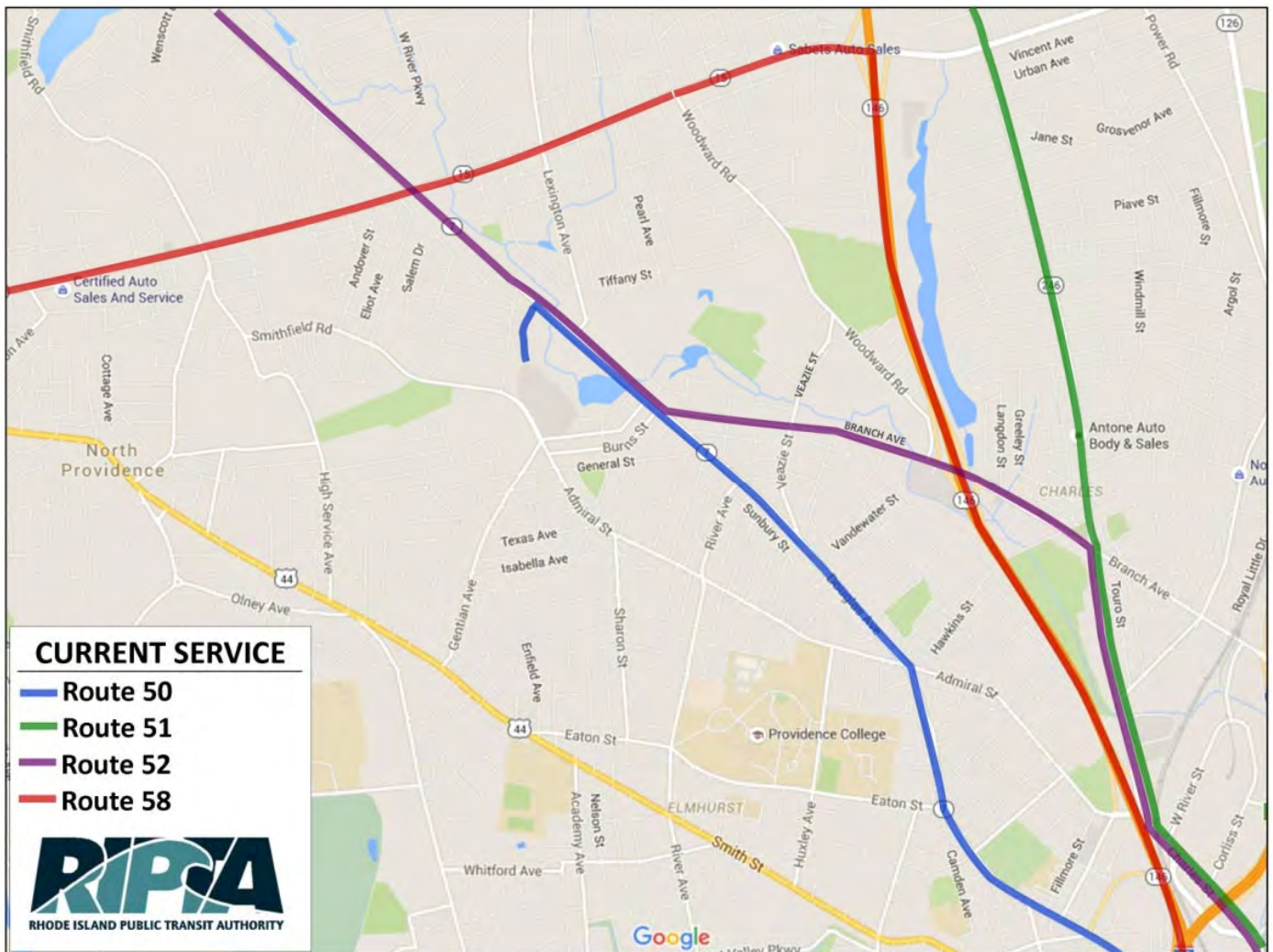
- **Route 32 East Providence/Wampanoag:** Routes 32 and 34 are proposed to be merged into one route, Route 34, resulting in the elimination of Route 32. The new Route 34 would maintain coverage to the same areas as Route 32.
- **Route 33 Riverside:** Frequency reduction of 25%; rerouting to be part of the service trunk connecting the east side of Providence to East Providence.
- **Route 34 East Providence:** Routes 32 and 34 are proposed to be merged into one route, Route 34. The new Route 34 will cover the same areas as Route 32, and be extended to provide new access to jobs and shopping in Seekonk, MA.
- **Route 40 Butler/Elmgrove:** Route is proposed to be merged with Route 92 Federal Hill/East Side. The merger would result in an increase of service frequency from 60 minutes to 40 minutes.
- **Route 50 Douglas Avenue:** This route is proposed to merge with Route 52, operating along its current alignment to Shaw's on Douglas Avenue, operating every 20 minutes as it currently does, and every other trip continues to Bryant University.
- **Route 52 Branch Avenue:** This route is proposed to merge with Route 50. Service to Bryant University would be on Route 50; service on Branch Avenue would be on a revised Route 58 alignment, and service on Charles Street would continue to be Route 51, along with the revised Route 58.
- **Route 66 URI/Galilee:** Increase in service hours of about 25% to accommodate anticipated increase in ridership due to the opening of a new nursing school in Providence.
- **Route 92 Federal Hill/East Side:** The 92 is proposed to be rerouted and merged with Route 40. Eastbound from Kennedy Plaza via Memorial Boulevard to Eddy Street, turns east to Point Street and Wickenden Street, then via Wayland Avenue to Wayland Square and continue north via the current Route 40 alignment. This option solves some longstanding scheduling problems with Route 40 while maintaining service to the same markets. The 20 minute frequency currently on Route 92 is maintained, and service to Butler Hospital would increase from 60 to 40 minutes.

Of these major service changes, three have been determined to have potentially adverse effects: Routes 32, 40, and 52. Of these three, only one involves either a minority or low income route: Route 52. The following section of this report provides a service equity analysis of the proposed changes to Route 52.

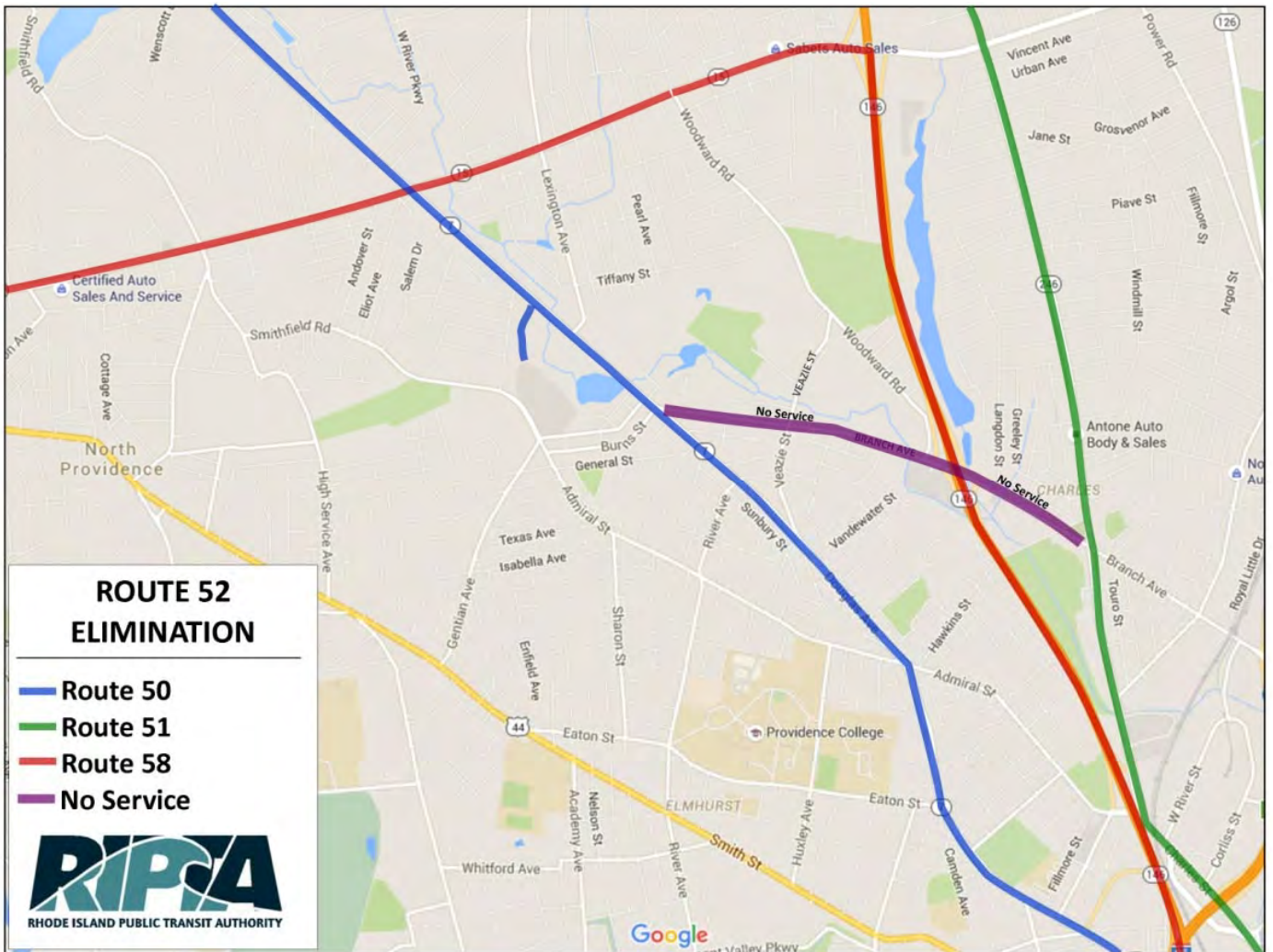
## Route 52 Title VI Service Change Equity Analysis

**Proposed Service Change:** Route 52 is proposed to merge with Route 50, with service to Bryant University on Route 50, service on Branch Avenue on a revised Route 58 alignment, and service on Charles Street continuing to be provided on Route 51, along with the revised Route 58. The following maps depict (1) current service in the affected area, (2) simple elimination of Route 52, and (3) the proposed enhanced service plan.

### Current Service

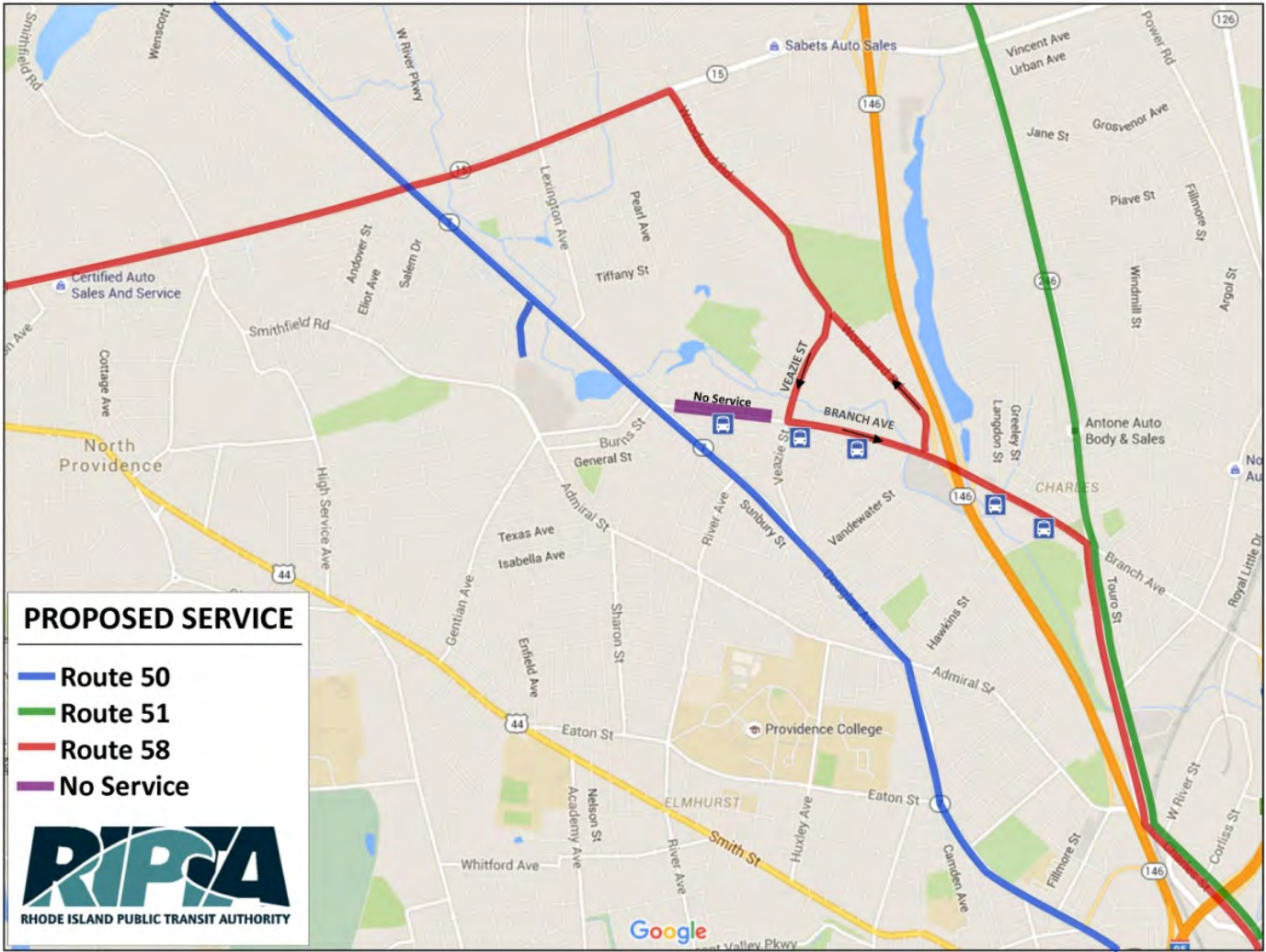


# Elimination of Route 52





# Proposed Enhanced Service Plan



Although rerouting Route 58 maintains coverage to most of Branch Avenue, the frequency is not equivalent. Route 52 currently operates an irregular schedule, with an average frequency of every 43 minutes weekdays, 80 minutes on Saturdays, and 75 minutes on Sundays. On weekdays, Route 58 operates every 50 minutes in the peak and about every two hours midday. There is no Saturday or Sunday service.

There are a total of 97 boardings on Branch Avenue inbound weekday trips. The table below shows the average boardings per weekday on inbound Route 52 trips. Based on the current service proposal, only the stop located near side Wild Street would no longer be served. This stop is about a 950-ft walk to the nearest bus stop on Douglas Avenue.

<b>Bus Stop</b>	<b>Inbound Boardings/Alightings</b>
Branch Avenue near side Wild Street	15 / 0
Branch Avenue far side Veazie Street	33 / 2
Branch Avenue near side Abram Street	40 / 8
Branch Avenue opposite #525 Branch Avenue	9 / 5
Branch Avenue far side Hawkins Street	0 / 1

**Service Change Rationale:** In 2012, RIPTA conducted a Comprehensive Operational Analysis which recommended, among other proposed service adjustments, the consolidation of Routes 52 and 50, as follows:

**ROUTE 52 | BRANCH / BRYANT UNIVERSITY**

Route 52 operates between Bryant University in Smithfield and Kennedy Plaza in downtown Providence, traveling primarily on Douglas Turnpike, Douglas Avenue, Branch Avenue and Charles Street.

**Proposed Changes:** To reduce duplication and provide more consistent service, Route 52 would be combined with Route 50 Douglas Avenue and extended to Bryant University via Douglas Pike, with a combination of short trip service to the North Providence Shaw’s and long trip service to Bryant College.

- Consolidate Route 52 with Route 50 Douglas service by extending Route 50 to Bryant University along Route 52’s alignment on Douglas Avenue and Douglas Pike. The merged route would be designated Route 50 Douglas/Bryant College.
- Alternate weekday daytime service between long trips to Bryant University, and short trips to the Shaw’s on Smithfield Road, with service to Shaw’s every 22-23 minutes and to Bryant University every 45 minutes
- Operate all weekday evening and weekend service every 45 minutes between Bryant University and downtown Providence.
- Decouple Route 50 and Route 28 Hartford to allow service levels to be better matched with demand and to improve on-time performance.
- Provide service to the main entrance of Fidelity Investments in Smithfield on select AM and PM trips.
- Discontinue poorly utilized Metcalf Court variant service in Providence to enable the provision of service with consistent schedules.

(Source: RIPTA 2013 COA, Nelson\Nygaard Consulting Associates Inc.)

## ROUTE 50 | DOUGLAS AVENUE (RENAME ROUTE 50 DOUGLAS AVE/BRYANT UNIVERSITY)

Route 50 Douglas Ave provides service between the Shaw's supermarket on Smithfield Road in North Providence and Kennedy Plaza.

**Proposed Changes:** To reduce duplication and provide more consistent service, Route 50 would be combined with Route 52 Branch Avenue/Bryant University and extended to Bryant University via Douglas Pike:

- Consolidate Route 50 with Route 52 Branch Avenue service by extending Route 50 to Bryant University along Route 52's alignment on Douglas Avenue and Douglas Pike. The merged route would be designated Route 50 Douglas/Bryant College.
- Alternate weekday daytime service between long trips to Bryant University, and short trips to the Shaw's on Smithfield Road, with service to Shaw's every 22-23 minutes and to Bryant University every 45 minutes
- Operate all weekday evening and weekend service every 45 minutes between Bryant University and downtown Providence.
- Decouple Route 50 and Route 28 Hartford to allow service levels to be better matched with demand and to improve on-time performance.
- Provide service to the main entrance of Fidelity Investments in Smithfield on select AM and PM trips.

(Source: RIPTA 2013 COA, Nelson\Nygaard Consulting Associates Inc.)

The above recommendations are substantially the same as what is currently being proposed with two exceptions. The first difference is that proposed frequency would improve to 20 minutes on short trips, and every 40 minutes on the longer trips to Bryant University. The second major difference is that RIPTA proposes to continue providing service to all of Branch Avenue by re-routing route 58.

Extending Route 50 every other trip to serve Bryant University, and removing Route 52 from this service area, results in a more consistent frequency and therefore more easily predictable service. However, by doing this, Route 52 would only then exist to serve a 1.15-mile portion of Branch Avenue. Therefore, not eliminating route 52 would be inconsistent with RIPTA's service standards and would be an unjustifiable duplication of service.

**Alternatives Analysis:** Several alternatives were considered in scoping this route change proposal but were found not to be feasible due to issues such as road geometry. For example, RIPTA explored serving a portion of Branch Avenue by operating via Douglas Avenue to Branch Avenue but it was found that this turn cannot be safely made by a 40-foot bus. Other nearby streets were also found to be problematic for fixed route bus service. No alternative was identified that could provide the overall operational benefit to the system while providing a less disparate impact to minorities. See "Mitigation Measures" below for additional discussion regarding alternatives considered.



**Finding of disparate impact:** Because Route 52 meets RIPTA’s adopted threshold for “minority route” status, serving a minority population more than 33.6% higher than that of RIPTA’s service area average minority population of 23.6%, the proposed elimination of Route 52 will have a disparate impact on minorities.

<b>Geographic Area</b>	<b>% Minority</b>
Route 52 Service Area	39.8%
RIPTA Statewide Service Area	23.6%

*Note: 2010 U.S. Census data; minority population within Census blocks intersecting a one-half mile radius of bus stops.*

**Mitigation Measures:** Because simply eliminating Route 52 would have a substantial adverse effect on RIPTA’s riding public, especially minority riders, the proposed service change incorporates modifications to Routes 50 and 58 to mitigate the negative impacts of the route elimination.

As part of this service change, RIPTA decided it is important that some level of service on Branch Avenue be maintained. This resulted in an initial proposal to reroute bus 58 to serve the majority, but not all, of the bus stops on Branch Avenue. It was proposed, and presented during the public hearing process, that the route would operate inbound via Mineral Spring Avenue, right to Woodward Road, right to Veazie Street to Branch Avenue and then continue to downtown Providence via Charles Street. This proposal allowed for inbound service to serve all but one of the Branch Ave bus stops; however, the outbound service would not serve Veazie Street due to a problematic right turn, and would instead turn right on to Woodward Road. This resulted in passengers being forced to walk longer distances than currently required to access the bus. Passengers who would normally alight the bus near Abram Street would instead alight at Woodward Road, a distance of about 815 feet. Passengers who would normally use the Veazie Street stop would use the Douglas Avenue service, a distance of about 1,250 feet.

However, following the public hearings RIPTA staff made a change to this plan that would result in route 58 serving the entirety of Branch Ave between Douglas Ave and Charles St. Instead of operating via Mineral Spring Ave to Woodward St, the bus is now proposed to turn from Mineral Spring Ave to Douglas St. This results in continued service for all passengers on Branch Ave. The proposal also now calls for Saturday service on route 58. The changes to route 58 mean that there will be no service on Mineral Spring Ave between Douglas Ave and Rte #146. This 1.1-mile stretch of road boards an average of 11 passengers per day (by contrast, Branch Ave boards 98 passengers per day). Route 58 will also no longer service Georgiaville Manor, a deviation on the route that only boards one passenger per day. Staff feels that these changes will lead to increased productivity for route 58, which is a route that has been experiencing declining productivity.

The proposed changes aim to minimize impacts while meeting service guidelines and distributing resources throughout the service area as equitably as possible. The proposal reflects the best route design to minimize potential adverse impacts. Concentrating service on

one corridor also allows RIPTA to provide the university and the entire corridor with faster and more direct service to Providence.

**RIPTA Staff Recommendation:**

It is recommended that the proposed elimination of Route 52, together with the above-described associated service enhancements to Routes 50 and 58, be authorized.



## Title VI Review – Service Change

Choose Up: Winter 2017

Description of Service Change:

Route 70: New limited service route connecting URI main campus to new Engineering School.

Major     Minor

Location includes:

Minority Population

Low Income Population

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*Major Service Changes Only:*

Adverse Effect?     Yes     No

Comparison Population:     Ridership     Census Population

Disparate Impact on Minorities?     Yes     No

Disproportionate Burden on Low Income Individuals?     Yes     No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments:     maps     tables     datasets     additional narrative



## Title VI Review – Service Change

Choose Up: Fall 2017

Description of Service Change:

**Route 62 URI** Route 62 is a new route that is a trunked route with route 66, designed to increase service to URI, CCRI and to connect students to the new Nursing Education Center in Providence. It will serve URI, Wickford Junction, CCRI Warwick, Jewelry District, Nursing Education Center, Kennedy Plaza and the Providence Train Station. Between routes 62 and 66, RIPTA will offer 30-minute service all day between URI and Providence Train Station, and 15-minute peak hour service during the URI academic year.

Major     Minor

Location includes:

Minority Population  
 Low Income Population

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*Major Service Changes Only:*

Adverse Effect?     Yes     No

Comparison Population:     Ridership     Census Population

Disparate Impact on Minorities?     Yes     No

Disproportionate Burden on Low Income Individuals?     Yes     No

Description of Alternatives Considered:

Substantial Legitimate Justification:

Mitigation Measures:

Attachments:     maps     tables     datasets     additional narrative

**RESOLUTION BY THE BOARD OF DIRECTORS OF THE RHODE ISLAND  
PUBLIC TRANSIT AUTHORITY**

WHEREAS, the Rhode Island Public Transit Authority (“RIPTA”) is a body corporate and politic created by R.I.G.L. § 28-18, *et seq.* for the purpose of providing statewide public transit services;

WHEREAS, RIPTA operates fixed-route bus service, flexible service, and paratransit throughout the state;

WHEREAS, RIPTA, as the recipient of federal funds from the Federal Transit Administration (the “FTA”), must submit reports, every three years, to the FTA regarding RIPTA’s compliance with Title VI of the Civil Rights Act of 1964 and all FTA regulations relating thereto;

WHEREAS, RIPTA’s 2018-2021 Title VI Program must be submitted to the FTA by April 1, 2018;

WHEREAS, per FTA regulations, RIPTA’s Board of Directors must approve the Title VI Program before it can be submitted to the FTA;

WHEREAS, RIPTA staff has prepared and approved RIPTA’s 2018-2021 Title VI Program, and submitted it for approval by the Board of Directors as an agenda item at the Board’s March 16, 2018 meeting;

WHEREAS, RIPTA’s Board of Directors wishes to approve RIPTA’s 2018-2021 Title VI Program and direct its submission to the FTA;

NOW, THEREFORE, in light of the foregoing, it is hereby RESOLVED by the Board of Directors of the Rhode Island Public Transit Authority to approve submission of RIPTA’s 2018-2021 Title VI Program to the FTA.

On behalf of the Rhode Island Public Transit Authority, the Chairman of the Board of Directors, has executed this Resolution as of the \_\_\_\_ day of March, 2018.

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Wayne M. Kezirian, Board Chair



**RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM**

**TO: RIPTA**

**DATE: March 12, 2018**

**PREPARED BY: Legal and Planning**

**DEPARTMENT: Legal and Planning**

**TITLE: RIPTA'S 2018 TITLE VI PROGRAM PLAN**

**BACKGROUND:**

Title VI of the Civil Rights Act of 1964 provides that no person shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance. Because RIPTA receives federal financial assistance from the FTA, we are required to establish and submit a Title VI Program Plan to the FTA every three years. RIPTA's 2018-2021 Plan is due by April 1, 2018. It must be approved by the Board before it can be submitted to the FTA. The full Plan is attached to this staff summary.

In accordance with applicable federal regulations, the Plan sets forth the policies and procedures established by RIPTA to (1) ensure that the quantity and quality of transit service is provided without regard to race, color, national origin, or other protected characteristics; (2) identify and address issues of environmental justice based on income status; (3) promote the full and fair participation of all affected populations in transportation decision making; (4) prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority or low-income populations; and (5) ensure meaningful access to programs and activities by persons with limited English proficiency.

The Plan was prepared by compliance, planning, and public affairs staff, and has been reviewed and approved by Chief Legal Counsel and the Acting CEO.

**JUSTIFICATION:**

The Title VI Program Plan must be approved by RIPTA's Board of Directors before it may submitted to the FTA as required by law.

**FUNDING: NONE**

**ALTERNATIVES: NONE. FEDERAL LAW REQUIRES ADOPTION OF A TITLE VI PROGRAM.**

**RECOMMENDATION:**

Staff recommends that the board approve RIPTA's 2018-2021 Title VI Program by approving the Resolution attached hereto.

**APPROVALS (shaded Departments must approve all Staff Summaries) Projects between \$5,000 and \$10,000 must have Department Director/AGM. Projects between \$10,000 and \$50,000 must have CEO also. Projects greater than \$50,000 must also have Board of Directors Approval**

Department	Initial	Date	Department	Initial	Date
Budget/Finance			Maintenance		
Customer Service			Marketing		
Environmental/Safety			Planning		
Flex/Paratransit			Procurement		
Human Resources			Security		
Inform. Services			Training		
Legal/Risk Mgmt	<i>jm</i>	3/14/18	Transportation		
			Chief Exec. Officer	<i>llp</i>	3/15/18

**RESOLUTION BY THE BOARD OF DIRECTORS OF THE RHODE ISLAND  
PUBLIC TRANSIT AUTHORITY**

WHEREAS, the Rhode Island Public Transit Authority ("RIPTA") is a body corporate and politic created by R.I.G.L. § 28-18, *et seq.* for the purpose of providing statewide public transit services;

WHEREAS, RIPTA operates fixed-route bus service, flexible service, and paratransit throughout the state;

WHEREAS, RIPTA, as the recipient of federal funds from the Federal Transit Administration (the "FTA"), must submit reports, every three years, to the FTA regarding RIPTA's compliance with Title VI of the Civil Rights Act of 1964 and all FTA regulations relating thereto;

WHEREAS, RIPTA's 2018-2021 Title VI Program must be submitted to the FTA by April 1, 2018;

WHEREAS, per FTA regulations, RIPTA's Board of Directors must approve the Title VI Program before it can be submitted to the FTA;

WHEREAS, RIPTA staff has prepared and approved RIPTA's 2018-2021 Title VI Program, and submitted it for approval by the Board of Directors as an agenda item at the Board's March 16, 2018 meeting;

WHEREAS, RIPTA's Board of Directors wishes to approve RIPTA's 2018-2021 Title VI Program and direct its submission to the FTA;

NOW, THEREFORE, in light of the foregoing, it is hereby RESOLVED by the Board of Directors of the Rhode Island Public Transit Authority to approve submission of RIPTA's 2018-2021 Title VI Program to the FTA.

On behalf of the Rhode Island Public Transit Authority, the Chairman of the Board of Directors, has executed this Resolution as of the 19th day of March, 2018.



Wayne M. Kezirian, Board Chair



# **APPENDIX B**

Route: 3 Warwick-Avenue/Oakland-Beach  
 Garage: elmw elmwood garage  
 Direction: Inbound

Block	From	Trp route	Note	oakbch subpky	meadow brook	warwic neck barton	west shore beach	warwik west shore	warwic post road	pawtxt bridge	norwod broad	ernst allens	eddy thurbr	rhode island hosp	provi dence	prov staton	To
3 - 1	( 439a)		L	503a													
3 - 1		3	B	503aC	508a			512a	516a		519a	524a		529a	535a	537a	4
4 - 1	( 457a)		M			521a											
4 - 1		4	D			521aE	529a	532a		540a	543a	547a		551a	555a	557a	3
3 - 2	( 519a)		L	543a													
3 - 2		3	B	543aC	548a			552a	556a		559a	604a		609a	615a	617a	4
3 - 3	( 534a)		M			558a											
3 - 3		4	D			558aE	606a	610a		618a	621a	626a		631a	635a	637a	3
3 - 4	( 555a)		L	619a													
3 - 4		3	B	619aC	625a			630a	635a		639a	644a		649a	655a	657a	4
3 - 1		4	D			636aE	644a	648a		656a	659a	704a		709a	715a	717a	3
4 - 1		3	B	658aC	704a			709a	714a		719a	724a		729a	735a	737a	4
3 - 2		4	D			714aE	722a	726a		734a	738a	744a		749a	755a	757a	3
3 - 3		3	B	738aC	744a			749a	754a		759a	804a		809a	815a	817a	4
3 - 4		4	D			754aE	802a	806a		814a	818a	824a		829a	835a	837a	3
3 - 1		3	B	818aC	824a			829a	834a		839a	844a		849a	855a	857a	4
4 - 1		4	D			836aE	844a	848a		856a	900a	905a		910a	915a	917a	3
3 - 2		3	B	859aC	905a			910a	915a		919a	924a		929a	935a	937a	4
3 - 3		4	D			917aE	925a	929a		937a	940a	945a		950a	955a	957a	3
3 - 4		3	B	939aC	945a			950a	955a		959a	1004a		1009a	1015a	1017a	4
3 - 1		4	D			957aE	1005a	1009a		1017a	1020a	1025a		1030a	1035a	1037a	3
4 - 1		3	B	1019aC	1025a			1030a	1035a		1039a	1044a		1049a	1055a	1057a	4
3 - 2		4	D			1037aE	1045a	1049a		1057a	1100a	1105a		1110a	1115a	1117a	3
3 - 3		3	B	1059aC	1105a			1110a	1115a		1119a	1124a		1129a	1135a	1137a	4
3 - 4		4	D			1117aE	1125a	1129a		1137a	1140a	1145a		1150a	1155a	1157a	3
3 - 1		3	B	1139aC	1145a			1150a	1155a		1159a	1204p		1209p	1215p	1217p	4
4 - 1		4	D			1157aE	1205p	1209p		1217p	1220p	1225p		1230p	1235p	1237p	3
3 - 2		3	B	1219pC	1225p			1230p	1235p		1239p	1244p		1249p	1255p	1257p	4
3 - 3		4	D			1237pE	1245p	1249p		1257p	100p	105p		110p	115p	117p	3
3 - 4		3	B	1258pC	104p			109p	114p		118p	123p		129p	135p	137p	4
3 - 1		4	D			117pE	125p	129p		137p	140p	145p		150p	155p	157p	3
3 - 5	( 114p)		L	138p													
3 - 5		3	B	138pC	144p			149p	154p		158p	203p		209p	215p	217p	4
4 - 1		3	D			156pE	204p	208p		216p	220p	225p		230p	235p	237p	3
3 - 2		4	F	214pC	220p			225p	230p		235p	240p	244p	249p	255p	257p	4
3 - 3		3	D			233pE	241p	245p		252p	255p	300p	304p	309p	315p	317p	3
3 - 4		4	B	257pC	304p			309p	314p		318p	323p		329p	335p	337p	4
3 - 1		3	D			313pE	321p	325p		333p	337p	342p		348p	355p	357p	3
3 - 5		4	B	337pC	344p			349p	354p		358p	403p		409p	415p	417p	4
4 - 1		3	D			354pE	402p	406p		414p	417p	422p		428p	435p	437p	3
		4	B	417pC	424p			429p	434p		438p	443p		449p	455p	457p	4

Route: 3 Warwick-Avenue/Oakland-Beach  
 Garage: elmw elmwood garage  
 Direction: Inbound

Block	From	Trp route	Note	oakbch subpkty	meadow brook	warwic neck barton	west shore beach	warwik west shore	warwic post road	pawtxt bridge	norwod broad	ernst allens	eddy thurbr	rhode island hosp	provi dence	prov staton	To
3 - 3	3	4	D			434pE	442p	446p		454p	457p	502p		508p	515p	517p	
3 - 4	4	3	B	457pC	504p			509p	514p		518p	523p		529p	535p	537p	3
3 - 1	3	4	D			514pE	522p	526p		534p	537p	542p		548p	555p	557p	4
3 - 5	4	3	B	539pC	545p			550p	555p		559p	604p		609p	615p	617p	3
4 - 1	3	4	D			603pE	610p	613p		620p	623p	627p		631p	635p	637p	4
3 - 2	4	3	B	619pC	625p			630p	635p		639p	644p		649p	655p	657p	3
3 - 1	3	4	D			703pE	710p	713p		720p	723p	727p		731p	735p	737p	4
4 - 1		3	B	739pC	745p			750p	755p		759p	804p		809p	815p	817p	3
3 - 2		4	D			823pE	830p	833p		840p	843p	847p		851p	855p	857p	4
3 - 1		3	B	859pC	905p			910p	915p		919p	924p		929p	935p	937p	3
4 - 1		4	D			943pE	950p	953p		1000p	1003p	1007p		1011p	1015p	1017p	4
4 - 1			N													1017p	( 1027p)

- Notes:
- B - Oakland Beach Terminus (Oakland Beach Ave. & Suburban Pkwy.) to Kennedy Plaza - Stop - "G" and Providence Train Station, RI Hospital via Oakland Beach Ave. - Warwick (R) Norwood (L) Narragansett Blvd. - Allens Ave. (L) Blackstone (R) after the bridge and before the parking lot thru to layover (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Stillman (Sign #75)
  - C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #3 PROVIDENCE VIA WARWICK AVE., \*WARWICK AVE. & SANDY LANE, \*WEST SHORE RD & BEACH ST; WARWICK AVE & WESTSHORE RD ;WARWICK AVE. & POST RD., BROAD ST. & NORWOOD AVE., RI HOSPITAL, KENNEDY PLAZA , PROVIDENCE STATION \*MAKE ANNOUNCEMENT ONLY IF SERVED
  - D - Providence Station & Kennedy Plaza - Stop "B" and to Warwick Neck and Barton Aves. via Stillman (L) Park Row West (L) Park Row West (L) Exchange (R) Fulton to Stop "B" (L) Dorrance - Dyer - Eddy (L) Blackstone (R) Allens - Narragansett Blvd. (R) ENGINE) Norwood (L) Broad St. - Narragansett Parkway (L) Warwick (L) West Shore Rd. (L) Tidewater (R) Longmeadow (R) Samuel Gorton (L) Warwick Neck Ave. (R) Barton (R) into Loop (Sign #8) (PLEASE ENTER AT BARTON ST AND TURN OFF YOUR ENGINE)
  - E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #4 - WARWICK AVE. - WARWICK NECK, KENNEDY PLAZA, RI HOSPITAL, BROAD ST. & NORWOOD AVE., NARRAGANSETT AVE & POST RD; WARWICK AVE & WESTSHORE; WARWICK NECK & BARTON AVE
  - F - Oakland Beach Terminus (Oakland Beach Ave. & Suburban Pkwy.) to Providence Station, Kennedy Plaza -Stop "G ", also Ernest & Eddy, via Oakland Beach Ave. - Warwick (R) Norwood (L) Narragansett Blvd. - Allens Ave. (L) Ernest (R) Eddy -Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Stillman (Sign #75)
  - L - Garage to Oakland Beach Terminus via (L) Elmwood (L) Park (R) Warwick (R) Oakland Beach Ave. to Suburban Parkway (Sign #286)
  - M - Garage to Warwick Terminus via (L) Elmwood (L) Park (R) Warwick - Straight at Hoxie Four Corners - then Bear Left by Stop & Shop-(Stay on Warwick Ave.) - Pass Hendricken High School (L) West Shore Rd. (R) Warwick Neck Ave. (Start Operating Local at Meadowbrook Plaza) (Sign #286)
  - N - Providence Station (Stillman St) to Elmwood Garage (L) Park Row West (L) Park Row (L) Exchange (R) Memorial (R) Rte.#95 South - Rte. #95 South (R) "Off"ramp to Elmwood Ave. to garage (Sign #286)

Route: 3 Warwick-Avenue/Oakland-Beach  
 Garage: elmw elmwood garage  
 Direction: Outbound

Block	From	Trp route	Note	prov staton	provi dence	rhode island hosp	ernst allens	norwod broad	warwic post road	pawtxt bridge	warwic west shore	meadow brook	oakbch subpky	met school	west shore beach	warwic neck barton	To
3 - 1	3	4	G	548aH	550a	554a	558a	602a		605a	614a						
4 - 1	4	3	I	608aJ	610a	616a	621a	626a	630a		635a	639a	644a		617a	624a	
3 - 2	3	4	G	628aH	630a	634a	639a	644a		647a	656a				659a	706a	
3 - 3	4	3	I	648aJ	650a	656a	701a	706a	710a		716a	720a	725a				
3 - 4	3	4	G	707aH	710a	715a	720a	725a		728a	737a				740a	747a	
3 - 1	4	3	I	727aJ	730a	736a	741a	746a	750a		756a	800a	805a				
4 - 1	3	4	G	747aH	750a	755a	800a	805a		808a	817a				820a	827a	
3 - 2	4	3	I	807aJ	810a	816a	821a	826a	830a		836a	840a	845a				
8 - 2	8	3	K		822a												
8 - 2			O											835a			
3 - 3	3	4	G	827aH	830a	835a	840a	845a		848a	857a			835a			( 840a)
3 - 4	4	3	I	847aJ	850a	856a	901a	906a	910a		916a	920a	925a		900a	907a	
3 - 1	3	4	G	907aH	910a	915a	920a	925a		928a	937a						
4 - 1	4	3	I	927aJ	930a	936a	941a	946a	950a		956a	1000a	1005a		940a	947a	
3 - 2	3	4	G	947aH	950a	955a	1000a	1005a		1008a	1017a						
3 - 3	4	3	I	1007aJ	1010a	1016a	1021a	1026a	1030a		1036a	1040a	1045a		1020a	1027a	
3 - 4	3	4	G	1027aH	1030a	1035a	1040a	1045a		1048a	1057a						
3 - 1	4	3	I	1047aJ	1050a	1056a	1101a	1106a	1110a		1116a	1120a	1125a		1100a	1107a	
4 - 1	3	4	G	1107aH	1110a	1115a	1120a	1125a		1128a	1137a						
3 - 2	4	3	I	1127aJ	1130a	1136a	1141a	1146a	1150a		1156a	1200p	1205p		1140a	1147a	
3 - 3	3	4	G	1147aH	1150a	1155a	1200p	1205p		1208p	1217p						
3 - 4	4	3	I	1207pJ	1210p	1216p	1221p	1226p	1230p		1236p	1240p	1245p		1220p	1227p	
3 - 1	3	4	G	1227pH	1230p	1235p	1240p	1245p		1248p	1257p						
4 - 1	4	3	I	1247pJ	1250p	1256p	101p	107p	111p		117p	122p	127p		100p	107p	
3 - 2	3	4	G	107pH	110p	115p	120p	125p		128p	137p						4
3 - 3	4	3	I	127pJ	130p	136p	142p	148p	152p		158p	203p	208p		140p	147p	3
3 - 4	3	4	G	147pH	150p	155p	200p	206p		209p	218p						4
3 - 1	4	3	I	207pJ	210p	216p	222p	228p	232p		238p	243p	248p		222p	229p	3
3 - 5	3	4	G	227pH	230p	236p	241p	247p		250p	259p						4
4 - 1	4	3	I	247pJ	250p	256p	302p	308p	313p		320p	325p	330p		303p	310p	3
3 - 2	3	4	G	307pH	310p	316p	322p	328p		331p	340p						4
3 - 3	4	3	I	327pJ	330p	336p	342p	348p	353p		400p	405p	410p		344p	351p	3
3 - 4	3	4	G	347pH	350p	356p	402p	408p		411p	420p						4
3 - 1	4	3	I	407pJ	410p	416p	422p	428p	433p		440p	445p	450p		424p	431p	3
3 - 5	3	4	G	427pH	430p	436p	442p	448p		451p	500p						4
4 - 1	4	3	I	447pJ	450p	456p	502p	508p	513p		520p	525p	530p		504p	511p	3
3 - 2	3	4	G	507pH	510p	516p	522p	528p		531p	540p						4
3 - 3	4	3	I	527pJ	530p	536p	542p	548p	553p		600p	605p	610p		544p	551p	3
3 - 3			P														
3 - 4	3	4	G	547pH	550p	556p	602p	607p		610p	618p						( 632p)
3 - 4			Q												621p	628p	( 649p)
															628p		

Vehicle schedule: hjan2001 Weekday Scenario: 1 elmwood winter weekday

Route: 3 Warwick-Avenue/Oakland-Beach
Garage: elmw elmwood garage
Direction: Outbound

Table with columns: Block, From, Trp route, Note, prov staton, provi dence, rhode island hosp, ernst allens, norwod broad, warwic post road, pawtxt bridge, warwic west shore, meadow brook, oakbch subpky, met school, west shore beach, warwic neck barton, To. Rows include trip details for blocks 3-1, 3-5, 4-1, 3-2, 4-1, 3-1, 4-1, 3-2, 3-2, 3-1, 3-1.

- Notes: G - Warwick Terminus (Warwick Neck & Barton Aves.) to Kennedy Plaza Stop "G" and Providence Train Station via (R) Meadow View (L) Warwick Neck (R) Samuel Gorton (L) Long Meadow (L) Tidewater (R) West Shore Rd. (R) Warwick (R) Narragansett Parkway - Broad St. (Pawtuxet) (R) Norwood (L) Narragansett Blvd. - Allens Ave. (L) Blackstone (R) after the bridge and before the parking lot thru to the layoover (R) Eddy -Dyer (L) Dorrance (R) Washington - Stop - "G" (L) Exchange (R) Stillman (Sign #10)
H - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #4 PROVIDENCE VIA WEST SHORE RD. & BEACH AVE., WARWICK AVE & WEST SHORE RD, BROAD ST. & NORWOOD AVE., RI HOSPITAL, KENNEDY PLAZA, PROVIDENCE STATION
I - Providence Train Station & Kennedy Plaza - Fulton St. - Stop "B" to Oakland Beach Terminus (Oakland Beach & Suburban Pkwy) via Warwick Ave. via Stillman (L) Park Row (L) Park Row West (L) Exchange (R) Fulton Stop "B" (L) Dorrance - Dyer - Eddy
J - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #3 - OAKLAND BEACH ,KENNEDY PLAZA, RI HOSPITAL, PROVIDENCE STATION, JOHNSON & WALES\*, BROAD ST. & NORWOOD AVE., WARWICK AVE. & POST RD., HOXSIE 4 CORNERS, WARWICK AVE. & SANDY LANE, OAKLAND BEACH \*MAKE ANNOUNCEMENT ONLY IF SERVED
K - Kennedy Plaza - Fulton St. Stop "C" to Met School via Fulton (L) Dorrance - Dyer - Eddy (R) Public to Met School. (Sign #188)
O - Met School to Elmwood Garage via Public (L) Elmwood to garage (Sign #287)
P - Oakland Beach Terminus to Garage via Oakland Beach Ave. - Warwick (L) Park (R) Rte. #10 (R) Elmwood Ave. Exit (R) Elmwood (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)
Q - Warwick Terminus to Garage via Warwick Neck Ave. (L) West Shore Rd. (R) Warwick (L) Park (R) Rte. #10 (R) Elmwood Ave. Exit (R) Elmwood Ave. (Operate Local to Meadowbrook Plaza)(Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)

Route: 51 Charles Street  
 Garage: elmw elmwood garage  
 Direction: - Inbound

Block	From	Note	davies tech	ccri lincon	twin river	minral spring charls	charls branch	admral chrles	prov staton	provi dence	rhode island hosp	rhode island hosp	provi dence	prov staton	admral chrles	charls branch	minral spring charls	twin river	ccri lincon	davies tech	Note	To	
51 - 1	( 502a)	I		522a																			
51 - 1		B		522aC	527a	532a	536a	539a	543a	545a	551a												
51 - 2	( 532a)	I		552a								604aE	610a	612a	617a	620a	624a	629a	634a			D	
51 - 2		B		552aC	557a	602a	606a	609a	613a	615a	621a												
51 - 3	( 602a)	I		622a								634aE	640a	642a	647a	650a	654a	659a	704a			D	
51 - 3		B		622aC	627a	632a	636a	639a	643a	645a	651a												
51 - 1		B		649aC	654a	659a	704a	707a	712a	715a	721a	704aE	710a	712a	717a	720a	725a	730a	735a	737a		F	
51 - 2		B		719aC	724a	729a	734a	737a	742a	745a	751a	734aE	740a	742a	747a	750a	755a	800a	805a			D	
51 - 3		B		749aC	754a	759a	804a	807a	812a	815a	821a	804aE	810a	812a	817a	820a	825a	830a	835a			D	
51 - 1		B		819aC	824a	829a	834a	837a	842a	845a	851a	834aE	840a	842a	847a	850a	855a	900a	905a			D	
51 - 2		B		849aC	854a	859a	904a	907a	912a	915a	921a	904aE	910a	912a	917a	920a	925a	930a	935a			D	
51 - 3		B		919aC	924a	929a	934a	937a	942a	945a	951a	934aE	940a	942a	947a	950a	955a	1000a	1005a			D	
51 - 1		B		949aC	954a	959a	1004a	1007a	1012a	1015a	1021a	1004aE	1010a	1012a	1017a	1020a	1025a	1030a	1035a			D	
51 - 2		B		1019aC	1024a	1029a	1034a	1037a	1042a	1045a	1051a	1034aE	1040a	1042a	1047a	1050a	1055a	1100a	1105a			D	
51 - 3		B		1049aC	1054a	1059a	1104a	1107a	1112a	1115a	1121a	1104aE	1110a	1112a	1117a	1120a	1125a	1130a	1135a			D	
51 - 1		B		1119aC	1124a	1129a	1134a	1137a	1142a	1145a	1151a	1134aE	1140a	1142a	1147a	1150a	1155a	1200p	1205p			D	
51 - 2		B		1149aC	1154a	1159a	1204p	1207p	1212p	1215p	1221p	1204pE	1210p	1212p	1217p	1220p	1225p	1230p	1235p			D	
51 - 3		B		1219pC	1224p	1229p	1234p	1237p	1242p	1245p	1251p	1234pE	1240p	1242p	1247p	1250p	1255p	100p	105p			D	
51 - 1		B		1249pC	1254p	1259p	104p	107p	112p	115p	121p	104pE	110p	112p	117p	120p	125p	130p	135p			D	
51 - 2		B		119pC	124p	129p	134p	137p	142p	145p	151p	134pE	140p	142p	147p	150p	155p	200p	205p			D	
51 - 3		B		149pC	154p	159p	204p	207p	212p	215p	221p	204pE	210p	212p	217p	220p	225p	230p	235p			D	
51 - 1		G	217p	219pC	224p	229p	234p	237p	242p	245p	251p	234pE	240p	242p	247p	250p	255p	300p	305p			D	
51 - 2		B		249pC	254p	259p	304p	307p	312p	315p	321p	304pE	310p	312p	317p	320p	325p	330p	335p			D	
51 - 3		B		319pC	324p	329p	334p	337p	342p	345p	351p	334pE	340p	342p	347p	350p	355p	400p	405p			D	
51 - 1		B		349pC	354p	359p	404p	407p	412p	415p	421p	404pE	410p	412p	417p	420p	425p	430p	435p			D	
51 - 2		B		419pC	424p	429p	434p	437p	442p	445p	451p	434pE	440p	442p	447p	450p	455p	500p	505p			D	
51 - 3		B		449pC	454p	459p	504p	507p	512p	515p	521p	504pE	510p	512p	517p	520p	525p	530p	535p			D	
51 - 1		B		519pC	524p	529p	534p	537p	542p	545p	551p	534pE	540p	542p	547p	550p	555p	600p	605p			D	
51 - 2		B		552pC	557p	602p	606p	609p	613p	615p	620p	604pE	610p	612p	617p	620p	624p	629p	634p			D	
51 - 2												634pE	640p	642p	647p	650p	654p	659p	704p			D	
51 - 3		B		622pC	627p	632p	636p	639p	643p	645p	650p	704pE	710p	712p	717p	720p	724p	729p	734p			J ( 721p)	
51 - 1		B		702pC	707p	712p	716p	719p	723p	725p	730p	744pE	750p	752p	757p	800p	804p	809p	814p			D	
51 - 3		B		742pC	747p	752p	756p	759p	803p	805p	810p	824pE	830p	832p	837p	840p	844p	849p	854p			D	
51 - 1		B		822pC	827p	832p	836p	839p	843p	845p	850p	904pE	910p	912p	917p	920p	924p	929p	934p			D	
51 - 3		B		902pC	907p	912p	916p	919p	923p	925p	930p	944pE	950p	952p	957p	1000p	1004p	1009p	1014p			D	
51 - 1		B		942pC	947p	952p	956p	959p	1003p	1005p	1010p	1024pE	1030p	1032p	1037p	1040p	1044p	1049p				D	
51 - 1																						H	
51 - 3		B		1022pC	1027p	1032p	1036p	1039p	1043p	1045p	1050p	1050p						1049p				K ( 1104p)	
																						L ( 1100p)	

Route: 51 Charles Street  
 Garage: elmw elmwood garage  
 Direction: - Inbound

- Notes:
- B - CCRI Lincoln to RI Hospital and Twin River via (R) Rte. #246 (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - Charles (R) Ashburton - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton to Stop "B" (L) Dorrance (R) Dyer - Eddy (L) Blackstone (R) after the bridge and before the parking lot to Layover (Sign #12)
  - C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #51 CHARLES - TWIN RIVER; MINERAL SPRING AVENUE & CHARLES ST, CHARLES & BRANCH, CHARLES & SILVER SPRING; PROVIDENCE STATION, KENNEDY PLAZA, RI HOSPITAL
  - D - RI Hospital to CCRI Lincoln & Twin River via Charles via Layover (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No. Main - Charles - Rte. #246 (L) Entrance to Twin River (Perimeter Rd.) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (L) Rte. #246 (L) Enter Community College of RI Grounds (R) Rotary to Bus Stop (Sign #222)
  - E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #51 CHARLES- KENNEDY PLAZA ,PROVIDENCE STATION, CHARLES & SILVER SPRING STREETS, CHARLES & BRANCH, CHARLES & MINERAL SPRING, TWIN RIVER; CCRI LINCOLN
  - F - Rhode Island Hospital Kennedy Plaza Washington St. - Stop "G" to CCRI Lincoln & Twin River, also Davies Tech via Charles via (R) Eddy -Dyer (L) Dorrance (R) Washington (L) Exchange (R) Park Row West - Park Row (L) No. Main - Charles - Rte. #246 (L) Jenckes Hill (L) Enter first driveway to Davies Tech, (R) into circle (L) in front of school. (Sign #222)
  - G - Davies Tech to RI Hospital, Kennedy Plaza - Stop "B" and CCRI Lincoln Twin River via Exit to Jenckes Hill Rd. (R) Jenckes Hill (R) Rte. # 246 (R) Enter and Exit CCRI, Lincoln (R) Rte. #246 (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Blackstone (L) after parking lot and before going under the bridge to the Layover (Sign #12)
  - H - RI Hospital to Twin River via Charles via Layover (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No. Main - Charles - Rte. #246 (L) Entrance to Twin River (Perimeter Rd.) (R) Driveway to South Entrance pick up and drop off at Bus Stop (Sign #222)
  - I - Garage to CCRI (Lincoln) via (L) Elmwood (L) "ON" Ramp to Rte. #10 - Rte. #10 (R) Rte. #95 N - Rte. #146 (R) Twin River Rd. Exit (R) Twin River Rd. (R) Rte. #246 (Louisquisset Pike) (L) Enter CCRI (Sign #286)
  - J - CCRI Lincoln to Elmwood Garage -via (R) Rt.#246 (L) "On" Ramp to Rte. #146 So. - Rte. #146 So. - Rte. #95 So. (R) Elmwood Ave. Exit (R) Elmwood Ave. to Garage (Sign #287)
  - K - Twin River to Elmwood Garage take immediate Left to exit driveway (R) Perimeter Rd. (R) Twin River (R) "On" ramp onto Rt. #146 S. Rte. #146 S to Rte. #95 S (R) Elmwood Ave exit (R) Elmwood (Sign #287)
  - L - Rhode Island Hospital to Elmwood Garage via Eddy (L) Thurbers (R) Route #95 South - Route #95 South to Elmwood Ave Exit (R) Elmwood to Garage (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)



Route: 54 Lincoln/Woonsocket  
 Garage: elmw elmwood garage  
 Direction: Inbound

Block	From	Note	john cumngs cca	main city lot	park 146A	walmrt north smithf	lincln mall	davies tech	ccri lincon	twin river	prov staton	provi dence	rhode island hosp	To
54 - 1	( 442a)	K	516a											
54 - 1		B	516aC	518a	524a	529a	539a			552a	603a	605a	611a	
54 - 2	( 510a)	K	544a											
54 - 2		D	544aC	546a	552a	557a	607a		617a	622a	633a	635a	641a	
54 - 4	( 539a)	K	613a											
54 - 4		D	613aC	615a	621a	626a	636a		646a	651a	702a	705a	711a	
54 - 5	( 608a)	K	642a											
54 - 5		D	642aC	644a	650a	655a	705a		715a	720a	732a	735a	741a	
54 - 3		D	709aC	711a	718a	723a	735a		745a	750a	802a	805a	811a	
54 - 1		D	739aC	741a	748a	753a	805a		815a	820a	832a	835a	841a	
54 - 2		D	809aC	811a	818a	823a	835a		845a	850a	902a	905a	911a	
54 - 4		D	839aC	841a	848a	853a	905a		915a	920a	932a	935a	941a	
54 - 5		D	911aC	913a	920a	925a	935a		945a	950a	1002a	1005a	1011a	
54 - 3		D	941aC	943a	950a	955a	1005a		1015a	1020a	1032a	1035a	1041a	
54 - 1		D	1011aC	1013a	1020a	1025a	1035a		1045a	1050a	1102a	1105a	1111a	
54 - 2		D	1041aC	1043a	1050a	1055a	1105a		1115a	1120a	1132a	1135a	1141a	
54 - 4		D	1111aC	1113a	1120a	1125a	1135a		1145a	1150a	1202p	1205p	1211p	
54 - 5		D	1141aC	1143a	1150a	1155a	1205p		1215p	1220p	1232p	1235p	1241p	
54 - 3		D	1211pC	1213p	1220p	1225p	1235p		1245p	1250p	102p	105p	111p	
54 - 1		D	1241pC	1243p	1250p	1255p	105p		115p	120p	132p	135p	141p	
54 - 2		D	111pE	113p	120p	125p	135p		145p	150p	202p	205p	211p	
54 - 4		D	142pE	144p	151p	156p	206p		216p	221p	233p	235p	240p	
20 - 6	( 150p)	L						220p						
20 - 6		F						220p						
54 - 5		D	211pC	213p	220p	225p	235p		222p	227p	239p	241p		92
54 - 3		D	241pC	243p	250p	255p	305p		245p	250p	303p	305p	310p	
54 - 1		D	310pC	312p	319p	324p	334p		315p	320p	333p	335p	340p	
54 - 2		D	340pC	342p	349p	354p	404p		344p	349p	403p	405p	410p	
54 - 4		D	410pC	412p	419p	424p	434p		414p	419p	433p	435p	440p	
54 - 5		D	440pC	442p	449p	454p	504p		444p	449p	503p	505p	510p	
54 - 3		D	510pC	512p	519p	524p	534p		514p	519p	533p	535p	540p	
54 - 1		D	542pC	544p	551p	556p	606p		544p	549p	603p	605p	610p	
54 - 2		D	612pC	614p	621p	626p	636p		616p	621p	633p	635p	640p	
54 - 4		D	652pC	654p	701p	706p	716p		646p	651p	703p	705p	710p	
54 - 3		D	732pC	734p	741p	746p	756p		726p	731p	743p	745p	750p	
54 - 1		D	812pC	814p	821p	826p	836p		806p	811p	823p	825p	830p	
54 - 2		D	852pC	854p	901p	906p	916p		846p	851p	903p	905p	910p	72
54 - 4		D	932pC	934p	941p	946p	956p		926p	931p	943p	945p	950p	72
54 - 3		D	1012pC	1014p	1021p	1026p	1036p		1006p	1011p	1023p	1025p	1030p	72
72 - 3		D	1052pC	1054p	1101p	1106p	1116p		1046p	1051p	1103p	1105p	1110p	72
72 - 4		D	1132pC	1134p	1141p	1146p	1156p		1126p	1131p	1143p	1145p	1150p	
									1206x	1211x	1223x	1225x	1230x	

Route: 54 Lincoln/Woonsocket  
 Garage: elmw elmwood garage  
 Direction: Inbound

Block	From	Note	john cumngs cca	main city lot	park 146A	walrnt north smithf	lincln mall	davies tech	ccri lincon	twin river	prov staton	provi dence	rhode island hosp	To
72 - 4		M											1230x	( 1240x)
54 - 1		B	1214xC	1216x	1223x	1228x	1238x			1251x	103x	105x	110x	
54 - 1		M											110x	( 120x)

- Notes:
- B - John Cummings Way at Community Care Alliance (Woonsocket) to RI Hospital ,Kennedy Plaza - Stop "B", Lincoln Mall, and Twin River via Rte. #146 via John Cummings Way (L) Social (L) Main - (R) So. Main (L) Providence (L) Smithfield Rd. (R) Rte. #146A (R) Rte. #146A (L) Dowling Village Blvd. (L) Rte. #146A - Rte. #146 So. (R) Exit to Rte.# 116 (R) Rte. #116 (R) First Entrance to Lincoln Mall (McDonald's) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd. to Rte. #116 (L) Rte. #116 No. (R) "On" Ramp to Rte. #146 So. (R) "Off" ramp to Rte. #246 (R) Rte. #246 (L) Entrance to Twin River (St. Paul St.) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - (R) "On" Ramp to Rte. #146 South - Rte. #146 So. (R) Admiral St Exit (L) Admiral (R) Charles (R) Ashburton - Charles (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton to Stop "B" (L) Dorrance - Dyer-Eddy (L) Blackstone (L) after parking lot and before you go under the bridge to Layover(Sign #40)
  - C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #54 WOONSOCKET TO PROVIDENCE, PARK SQUARE, WALMART NO SMITHFILED; LINCOLN MALL, CCRI, TWIN RIVER\*, PROVIDENCE, KENNEDY PLAZA, RI HOSPITAL
  - D - John Cummings Way at Community Care Alliance (Woonsocket) to RI Hospital, Lincoln Mall, CCRI and Twin River via Rte. #146 via John Cummings Way (L) Social (L) Main - (R) So. Main (L) Providence (L) Smithfield Rd. (R) Rte. #146A (L) Dowling Village Blvd. (L) Rte. #146A - Rte. #146 So. (R) Exit to Rte. #116 (R) Rte. #116 (R) First Entrance to Lincoln Mall (McDonald's) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - (R) "On" Ramp to Rte. #146 South - Rte. #146 So. - (R) Admiral St Exit (L) Admiral (R) Charles (R) Ashburton - Charles (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton to Stop "B" (L) Dorrance - Dyer-Eddy (L) Blackstone (L) after parking lot and before you go under the bridge to Layover (Sign #40)
  - E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #51 CHARLES - TWIN RIVER; MINERAL SPRING AVENUE & CHARLES ST, CHARLES & BRANCH, CHARLES & SILVER SPRING; PROVIDENCE STATION, KENNEDY PLAZA, RI HOSPITAL
  - F - John Cummings Way to Kennedy Plaza - Stop "G", also CCRI , Davies Tech and Twin River via (L) Social (L) Main - (R) So. Main (L) Providence (L) Smithfield Rd. (R) Rte. #146A (L) Dowling Village Blvd. (L) Rte. #146A - Rte. #146 So. (R) Exit to Rte. #146 So. (R) Rte. #246 So.(OPERATE EXPRESS TO DAVIES AND CCRI NO DROP OFF OR PICK UP ALONG 246) (R) Jenkes Hill Rd. (L) Enter first driveway to Davies Tech (R) into circle (R) Jenkes Hill Rd. (R) Rt. #246 (R) Enter and Exit Community College of RI Grounds Rd. (R) Rte. #246 (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - (R) "On" Ramp to Rte. #146 South - Rte. #146 So. - Rte. #95 So. (R) Exit 22A Downtown Providence - Memorial Blvd. (R) Exchange (R) Exchange Terrace drop off a X Stop as requested (L) Dorrance (L) Washington - Stop "G" (Sign #125)
  - K - Garage to John Cummings Way at Community Care Alliance (Woonsocket) via (L) Elmwood (L) Rte. #10 (R) Rte. #95 North - Rte. #146 - Rte. #146A (R) Park (L) Bernon (R) Truman Dr. (By-Pass) (L) Court (R) Clinton (L) John Cummings Way to Community Care Alliance (OPERATE LOCAL FROM PARK SQUARE ON PULL OUT AND PICK UP PASSENGERS AS NEEDED) (Sign #286)
  - L - Garage to Davies Vocational via (L) Elmwood (L) "ON" Ramp to Rte. #10 - Rte. #10 (R) Rte. #95 North - Rte. #146 North (R) Lincoln Mall Exit - Rte. #116 (R) Rte. #116 (L) Rte. #123 (Albion Rd.) - "Bear Left" to Jenckes Hill Rd. - Bus Stop at Davies Entrance. [BOARD STUDENTS ON JENCKES HILL IN FRONT OF SCHOOL] (Sign #286)
  - M - Rhode Island Hospital to Elmwood Garage via Eddy (L) Thurbers (R) Route #95 South - Route #95 South to Elmwood Ave Exit (R) Elmwood to Garage (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)

Vehicle schedule: hjan2001 Weekday Scenario: 1 elmwood winter weekday

Route: 54 Lincoln/Woonsocket  
Garage: elmw elmwood garage  
Direction: Outbound

Block	From	Note	rhode island hosp	providence	prov staton	twin river	ccri lincon	davies tech	lincln mall	walmrt north smithf	park 146A	john cumngs cca	To
54 - 3	( 538a)	N	554a										
54 - 3		G	554aH	600a	602a	613a			625a	636a	640a	647a	
54 - 1		I	624aH	630a	632a	643a	648a		658a	709a	713a	721a	
54 - 2		J	654aH	700a	702a	714a	719a	721a	731a	742a	746a	754a	
54 - 4		I	724aH	730a	732a	744a	749a		759a	810a	814a	822a	
54 - 5		I	754aH	800a	802a	814a	819a		829a	840a	844a	852a	
54 - 3		I	824aH	830a	832a	844a	849a		859a	910a	914a	922a	
54 - 1		I	854aH	900a	902a	914a	919a		929a	943a	947a	955a	
54 - 2		I	924aH	930a	932a	944a	949a		959a	1013a	1017a	1025a	
54 - 4		I	954aH	1000a	1002a	1014a	1019a		1029a	1043a	1047a	1055a	
54 - 5		I	1024aH	1030a	1032a	1044a	1049a		1059a	1113a	1117a	1125a	
54 - 3		I	1054aH	1100a	1102a	1114a	1119a		1129a	1143a	1147a	1155a	
54 - 1		I	1124aH	1130a	1132a	1144a	1149a		1159a	1213p	1217p	1225p	
54 - 2		I	1154aH	1200p	1202p	1214p	1219p		1229p	1243p	1247p	1255p	
54 - 4		I	1224pH	1230p	1232p	1244p	1249p		1259p	113p	117p	125p	
54 - 5		I	1254pH	100p	102p	114p	119p		129p	143p	147p	155p	
54 - 3		I	124pH	130p	132p	144p	149p		159p	213p	217p	225p	
54 - 1		I	154pH	200p	202p	214p	219p		229p	243p	247p	255p	
54 - 2		I	224pH	230p	232p	245p	250p		300p	314p	318p	326p	
54 - 4		I	254pH	300p	302p	315p	320p		330p	344p	348p	356p	
54 - 5		I	324pH	330p	332p	345p	350p		400p	414p	418p	426p	
54 - 3		I	354pH	400p	402p	416p	421p		431p	445p	449p	457p	
54 - 1		I	424pH	430p	432p	446p	451p		501p	515p	519p	527p	
54 - 2		I	454pH	500p	502p	516p	521p		531p	545p	549p	557p	
54 - 4		I	524pH	530p	532p	546p	551p		601p	612p	616p	624p	
54 - 5		I	554pH	600p	602p	614p	619p		629p	640p	644p	652p	
54 - 5		O										652p	( 726p)
54 - 3		I	624pH	630p	632p	644p	649p		659p	710p	714p	722p	
54 - 1		I	654pH	700p	702p	714p	719p		729p	740p	744p	752p	
54 - 2		I	734pH	740p	742p	754p	759p		809p	820p	824p	832p	
54 - 4		I	814pH	820p	822p	834p	839p		849p	900p	904p	912p	
54 - 3		I	854pH	900p	902p	914p	919p		929p	940p	944p	952p	
72 - 3	72	I	934pH	940p	942p	954p	959p		1009p	1020p	1024p	1032p	
72 - 4	72	I	1014pH	1020p	1022p	1034p	1039p		1049p	1100p	1104p	1112p	
54 - 1	72	G	1054pH	1100p	1102p	1114p			1126p	1137p	1141p	1149p	
54 - 2	72	G	1134pH	1140p	1142p	1154p			1206x	1217x	1221x	1229x	
54 - 2		O										1229x	( 103x)
72 - 3		G	1214xH	1220x	1222x	1234x			1246x	1257x	101x	109x	
72 - 3		O										109x	( 143x)

Route: 54 Lincoln/Woonsocket  
Garage: elmw elmwood garage  
Direction: Outbound

- G - Rhode Island Hospital, Kennedy Plaza - Stop "G" to John Cummings Way at Community Care Alliance (Woonsocket), Walmart, Lincoln Mall and also Twin River via Layover (R) Eddy - Dyer (L) Dorrance (R) Washington -Stop "G" (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No. Main (L) Charles (L) "On" Ramp to Rte. #146 (L) Rte. #146 North (R) "Off" Ramp to Twin River Rd. (R) Twin River Rd. (L) Rte. #246 South (Louisquisset Pike) (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (L) Rte. #246 (R) Twin River Rd. (L) "On" Ramp to Rte. #146 No.(R) "Off Ramp to Rte.#116 (R) Rte.#116 So (R) First entrance to Lincoln Mall (McDonalds) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd to Rte. #116 (L) Rte. #116 No (L) "On" Ramp to Rte. #146 No. - Rte. #146 No (R) Dowling Village Rd. (R) Rte #146A - Smithfield Rd. (R) Providence St. (R) So. Main - Main - Clinton (L) John Cummings Way. (Sign #124)
- H - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #54 CCRI- LINCOLN MALL- WOONSOCKET, PROVIDENCE STATION, KENNEDY PLAZA, TWIN RIVER, CCRI, LINCOLN MALL, PARK SQUARE, WALMART NO SMITHFIELD; COMMUNITY CARE ALLIANCE
- I - RI Hospital, Kennedy Plaza - Stop "G" to John Cummings Way at Community Care Alliance (Woonsocket), also Twin River, CCRI & Lincoln Mall - via Layover (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No. Main (L) Charles (L) "On" Ramp to Rte. #146 (L) Rte. #146 North (R) "Off" Ramp to Twin River Rd. (R) Twin River Rd. (L) Rte. #246 South (Louisquisset Pike) (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (L) Rte. #246 (L) Enter & Exit Community College of RI Grounds (L) Rte. #246 (R) Jenckes Hill - Breakneck Hill Rd. (R) "On" Ramp to Rte. #146 No. - Rte. #146 No. (R) "Off Ramp to Rte.#116 (R) Rte.#116 So (R) First entrance to Lincoln Mall (McDonalds) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd to Rte. #116 (L) Rte. #116 No (L) "On" Ramp to Rte. #146 No. - Rte. #146 No. (R) Dowling Village Rd. (R) Rte #146A - Smithfield Rd. (R) Providence St. (R) So. Main - Main - Clinton (L) John Cummings Way to Community Care Alliance. (Sign #124)
- J - RI Hospital Kennedy Plaza - Stop "G" to John Cummings Way at Community Care Alliance (Woonsocket), also Twin River, CCRI, Davies Tech & Lincoln Mall - Layover (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No. Main (L) Charles (L) "On" Ramp to Rte. #146 (L) Rte. #146 North (R) "Off" Ramp to Twin River Rd. (R) Twin River Rd. (L) Rte. #246 South (Louisquisset Pike) (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (L) Rte. #246 (L) Enter & Exit Community College of RI Grounds (L) Rte. #246 (L) Jenckes Hill (L) Enter first driveway to Davies Tech, (R) into circle (L) in front of school, then via (L) exit to Jenckes Hill Rd. (R) Jenckes Hill - Breakneck Hill Rd. (R) "On" Ramp to Rte. #146 No. - Rte. #146 No. (R) "Off Ramp to Rte.#116 (R) Rte.#116 So (R) First entrance to Lincoln Mall (McDonalds) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd to Rte. #116 (L) Rte. #116 No (L) "On" Ramp to Rte. #146 No. - Rte. #146 No. (R) Dowling Village Rd. (R) Rte #146A - Smithfield Rd. (R) Providence St. (R) So. Main - Main - Clinton (L) John Cummings Way to Community Care Alliance. (Sign #124)
- N - Elmwood Garage to RI Hospital via (L) Elmwood (L) "On Ramp" to Rte. #10 North - Rte. #10 North (R) "On Ramp" to Rte. #95 North - Rte. #95 North to Rte. #195 East (R) India St. Exit (R) So. Main (L) Point (L) Eddy to nearside RI Hospital Driveway - (Sign #286)
- O - John Cummings Way at Community Care Alliance (Woon.) to Garage via (L) Social (L) Main to High (L) Bernon (R) Greene (R) Park (L) Rte. #146A - Rte. #146 South (R) "On" Ramp to Rte. #295 So.- Rte. #295 So. (R) "On" Ramp to Rte. #6 East - Rte. #6 East (R) "On" Ramp to Rte. #10 So. - Rte. #10 So. (R) Elmwood Ave. Exit (L) Elmwood Ave. (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)

Route: 58 Mineral Spring/North Providence  
 Garage: elmw elmwood garage  
 Direction: inbound

Block	From	Note	smith field cross	esmond rte.# 44	esmond wtrman esmond	watman gray- stone	by-pass min spr	min spring rte146	minral spring douglis	shaws admirl	branch douglis	brve	branch charls	west river corlis	prov staton	provi dence	rhode island hosp	To
58 - 1	( 519a)	J	543a															
58 - 1		B	543aC	549a	551a	553a	557a		603a	606a	609a	610a	614a	617a	623a	625a	631a	
58 - 2		B	641aC	647a	649a	651a	655a		701a	704a	708a	709a	713a	716a	722a	725a	731a	
1 - 9	1	D						756a	800a	803a	805a	806a	810a	813a	819a	822a	828a	
1 - 9		K															828a	( 838a)
58 - 1		B	741aC	747a	749a	751a	755a		801a	804a	808a	809a	813a	816a	822a	825a	831a	
58 - 2		B	841aC	847a	849a	851a	855a		901a	904a	908a	909a	913a	916a	922a	925a	931a	
58 - 1		B	941aC	947a	949a	951a	955a		1001a	1004a	1008a	1009a	1013a	1016a	1022a	1025a	1031a	
58 - 2		B	1041aC	1047a	1049a	1051a	1055a		1101a	1104a	1108a	1109a	1113a	1116a	1122a	1125a	1131a	
58 - 1		B	1141aC	1147a	1149a	1151a	1155a		1201p	1204p	1208p	1209p	1213p	1216p	1222p	1225p	1231p	
58 - 2		B	1241pC	1247p	1249p	1251p	1255p		101p	104p	108p	109p	113p	116p	122p	125p	131p	
58 - 1		B	141pC	147p	149p	151p	155p		201p	204p	208p	209p	213p	216p	222p	225p	231p	
11 - 14	( 213p)	L									235p							
11 - 14		E									235pC	236p	240p	243p	249p	252p		11
58 - 2		B	241pC	247p	249p	251p	255p		301p	304p	308p	309p	313p	316p	322p	325p	331p	
58 - 1		B	341pC	347p	349p	351p	355p		401p	404p	408p	409p	413p	416p	422p	425p	431p	
58 - 2		B	441pC	447p	449p	451p	455p		501p	504p	508p	509p	513p	516p	522p	525p	531p	
58 - 1		B	543pC	549p	551p	553p	557p		603p	606p	609p	610p	614p	617p	623p	625p	630p	
58 - 2		B	643pC	649p	651p	653p	657p		703p	706p	709p	710p	714p	717p	723p	725p	730p	
58 - 1		B	743pC	749p	751p	753p	757p		803p	806p	809p	810p	814p	817p	823p	825p	830p	
58 - 1		K															830p	( 840p)

- Notes:
- B - Smithfield Crossings to Shaw's Market & Providence Train Station and RI Hospital" (SERVICE STOPS AT BARNES & NOBLE & OLD NAVY BEFORE EXITING THE CROSSINGS) via (L) Exit (L) Rte. #44 (L) Esmond St. (R) Waterman (R) Centerdale By Pass (L) Smith (L) Mineral Spring (R) Douglas (R) Enter Shaw's Market follow Service Rd. to front of Shaw's (L) Service Rd. (R) Service Rd (L) Smithfield Rd. (L) Burns (R) Branch (R) West River (L) Corliss (R) Charles (R) Ashburton - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton - Stop "B" (L) Dorrance (R) Dyer - Eddy (L) Blackstone (L) after parking lot and before going under the bridge to Layover (Sign #154)
  - C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #58 KENNEDY PLAZA , ESMOND ST & WATERMAN AVE; CENTERDALE, \*SUNSET & BOURNE; MINERAL SPRING AVE. & DOUGLAS AVE; SHAW'S; BRANCH AVE & DOUGLAS AVE; BRANCH AVE & CHARLES ST; WEST RIVER ST & CORLISS ST; AMTRAK; KENNEDY PLAZA; RHODE ISLAND HOSPITAL
  - D - Mineral Spring and Rte.#146 to Providence Station and RI Hospital via Mineral Spring (L) Douglas (R) Enter Shaw's Market follow Service Rd. to front of Shaw's (L) Service Rd. (R) Service (L) Smithfield (L) Burns (R) Branch (R) West River (L) Corliss (R) Charles (R) Ashburton - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton - Stop "B" (L) Dorrance (R) Dyer - Eddy to nearside RI Hospital Driveway (Sign #154)
  - E - Douglas & Branch to Kennedy Plaza- Stop "D" also E3 Academy - BOARD E-3 STUDENTS IN FRONT OF SCHOOL AT VEAZIE STREET, then via Branch (R) West River (L) Corliss (R) Charles (R) Ashburton - Charles - Canal (R) Park Place West (L) Park Row West (L) Exchange (R) Fulton to Stop "D" (Sign #30)
  - J - Garage to Smithfield Crossings via Elmwood (L) "On" Ramp to Rte. #10 - Rte. #10 to (R) Westminster (L) Barton (R) Broadway (L) Tobey - "ON" Ramp to Rte. #10 - Rte. #10 - Rte. #6 West (R) Rte. #295 North (R)Exit # 7b Greenville - Rte.#44 West (R) Enter Smithfield Crossings (R) Perimeter Rd. (L) to Gazebo (Sign #286)
  - K - Rhode Island Hospital to Elmwood Garage via Eddy (L) Thurbers (R) Route #95 South - Route #95 South to Elmwood Ave Exit (R) Elmwood to Garage (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)
  - L - Garage to Douglas & Branch via (L) Elmwood (L) "On" Ramp to Rte. #10 (R) Rte. #95 North (R) State Office Exit (R) Orms - Douglas (L) Admiral (R) Burns (Lay off on Burns) (Sign #286)

Route: 58 Mineral Spring/North Providence  
 Garage: elmw elmwood garage  
 Direction: Outbound

Block	From	Note	rhode island hosp	provi dence	prov staton	west river corlis	branch charis	brve	branch douglis	shaws admirl	minral spring douglis	by-pass min spr	watman gray-stone	esmond wtrman esmond	esmond rte.# 44	smith field cross	min spring rte146	To
58 - 2	( 526a)	M	542a															
58 - 2		F	542aG	550a	552a	558a	601a		606a	609a	612a	618a	621a	623a	625a	630a		
58 - 1		F	642aG	650a	652a	658a	701a		706a	709a	713a	719a	722a	724a	726a	731a		
57 - 3	57	H		728aG	730a	736a	739a	743a	744a									
57 - 3		N							744a									
58 - 2		F	742aG	750a	752a	758a	801a		806a	809a	813a	819a	822a	824a	826a	831a		( 806a)
58 - 1		F	842aG	850a	852a	858a	901a		906a	909a	913a	919a	922a	924a	926a	931a		
58 - 2		F	942aG	950a	952a	958a	1001a		1006a	1009a	1013a	1019a	1022a	1024a	1026a	1031a		
58 - 1		F	1042aG	1050a	1052a	1058a	1101a		1106a	1109a	1113a	1119a	1122a	1124a	1126a	1131a		
58 - 2		F	1142aG	1150a	1152a	1158a	1201p		1206p	1209p	1213p	1219p	1222p	1224p	1226p	1231p		
58 - 1		F	1242pG	1250p	1252p	1258p	101p		106p	109p	113p	119p	122p	124p	126p	131p		
58 - 2		F	142pG	150p	152p	158p	201p		206p	209p	213p	219p	222p	224p	226p	231p		
58 - 1		F	242pG	250p	252p	258p	301p		306p	309p	313p	319p	322p	324p	326p	331p		
58 - 2		F	342pG	350p	352p	358p	401p		406p	409p	413p	419p	422p	424p	426p	431p		
12 - 3	( 418p)	M	434p															
12 - 3		I	434pG	440p	442p	448p	451p		456p	458p	502p							
58 - 1		F	442pG	450p	452p	458p	501p		506p	509p	513p	519p	522p	524p	526p	531p	506p	12
58 - 2		F	542pG	550p	552p	558p	601p		606p	609p	612p	618p	621p	623p	625p	630p		
58 - 1		F	642pG	650p	652p	658p	701p		706p	709p	712p	718p	721p	723p	725p	730p		
58 - 2		F	742pG	750p	752p	758p	801p		806p	809p	812p	818p	821p	823p	825p	830p		
58 - 2		O														830p		( 849p)

- Notes:
- F - Rhode Island Hospital - to Kennedy Plaza Stop "G", Providence Train Station and Smithfield Crossings via Layover (R) Eddy (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Park Row West (R) Park Row (L) No. Main - Mill - Charles (R) Corliss (R) West River (L) Corliss (L) Branch (R) Douglas (L) Lubec (R) Smithfield (R) Enter Shaw's Market follow Service Rd. circle Perimeter Rd to bus stop via (L) Service Rd (L) Douglas (L) Mineral Spring (R) Centredale By-pass (R) Waterman (L) Esmond (R) Putnam Pike (Rte. #44) (R) Smithfield Crossings (R) Perimeter Rd. (L) to Gazebo (Sign #142)
  - G - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #58 MINERAL SPRING- KENNEDY PLAZA; AMTRAK; BRANCH & DOUGLAS AVENUE; MINERAL SPRING & DOUGLAS AVENUE; SHAW'S; CENTERDALE, ESMOND & WATERMAN; SMITHFIELD CROSSINGS\*
  - H - Kennedy Plaza - Washington St.- Stop "G" to Branch & Douglas via Washington (L) Exchange (R) Park Row West - Park Row (L) No. Main (L) Charles (R) Corliss (R) West River (L) Corliss (L) Branch - Douglas (Sign #302)
  - I - Rhode Island Hospital - to Kennedy Plaza Stop "G" and Providence Train Station via Layover (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Park Row West (L) No. Main (L) Mill - Charles (R) Corliss (R) West River (L) Branch (R) Douglas (L) Lubec (R) Smithfield (R) Enter Shaw's Market circle Perimeter Rd to bus stop (L) Douglas (R) Mineral Spring to Rte. #146 (Sign #127)
  - M - Elmwood Garage to RI Hospital via (L) Elmwood (L) "On Ramp" to Rte. #10 North - Rte. #10 North (R) "On Ramp" to Rte. #95 North - Rte. #95 North to Rte. #195 East (R) India St. Exit (R) So. Main (L) Point (L) Eddy to nearside RI Hospital Driveway - (Sign #286)
  - N - Branch & Douglas to Elmwood Garage via (L) Douglas (L) "On" Ramp to Rte. #95 South - Rte. #95 South (R) Elmwood Ave. Exit (R) Elmwood (R) Garage (Sign #287)
  - O - Smithfield Crossings to Elmwood Garage via (L) Exit (L) Rte. #44 (R) Rte. #295 South (R) Rte. #6 East (R) Rte. #10 South - Rte. #10 South (R) "Off Ramp Elmwood Ave (R) Elmwood (Sign #287)

Route: 62 URI-Kingston/NEC/PITC  
 Garage: elmw elmwood garage  
 Direction: - Inbound

Block	From	Note	uri memorl union	rte2 rte138	exeter varety	wikfrd train sta	ccri warwik	rhode island hosp	nursng edu ctr	provi dence	prov staton	prov staton	exchg terace x stop	nursng edu ctr	rhode island hosp	ccri warwik	wikfrd train sta	exeter varety	rte2 rte138	uri memorl union	Note	To	
60 - 1	( 500a)	F	541a																				
60 - 1		B	541aC	547a	553a	601a	617a	631a	633a	638a	640a												60
62 - 3	( 630a)	G									640a	640aE	642a	646a	648a	701a	717a	724a	730a	736a	D		
62 - 4	( 645a)	G									655a	655aE	657a	701a	703a	718a	734a	741a	747a	753a	D		
62 - 4																				753a	H	( 838a)	
62 - 6	( 715a)	G									725a	725aE	728a	733a	735a	750a	806a	813a	819a	825a	D		
62 - 1	66											740aE	743a	748a	750a	805a	821a	828a	834a	840a	D		
66 - 2	( 618a)	F	659a																				
66 - 2		B	659aC	705a	711a	719a	736a	751a	753a	758a	800a												
62 - 2	66																						66
62 - 5	( 703a)	F	744a									840aE	843a	848a	850a	905a	921a	928a	934a	940a	D		
62 - 5		B	744aC	750a	756a	804a	821a	836a	838a	843a	845a	900aE	903a	908a	910a	925a	941a	948a	954a	1000a	D		
62 - 5																				1000a	H	( 1045a)	
62 - 3		B	759aC	805a	811a	819a	836a	851a	853a	858a	900a												
62 - 6		B	844aC	850a	856a	904a	921a	936a	938a	943a	945a												
62 - 1		B	859aC	905a	911a	919a	936a	951a	953a	958a	1000a	945a									I	( 955a)	
66 - 1	66											1000a									I	( 1010a)	
66 - 1												1040aE	1043a	1048a	1050a	1105a	1121a	1128a	1134a	1140a	D		
62 - 2		B	959aC	1005a	1011a	1019a	1036a	1051a	1053a	1058a	1100a	1100a								1140a	H	( 1225p)	
66 - 2	66																				I	( 1110a)	
62 - 3	66											1240pE	1243p	1248p	1250p	105p	121p	128p	134p	140p	D		
62 - 7	( 1159a)	F	1244p									140pE	143p	148p	150p	206p	222p	229p	235p	241p	D		
62 - 7		B	1244pC	1250p	1256p	104p	121p	136p	138p	143p	145p	200pE	203p	208p	210p	226p	242p	249p	255p	301p	D		
62 - 7																							
66 - 3	66																			301p	H	( 346p)	
62 - 9	( 245p)	G									255p	240pE	243p	248p	250p	306p	323p	331p	337p	343p	D		
62 - 9												255pE	258p	303p	305p	321p	338p	346p	352p	358p	D		
66 - 2		B	159pC	205p	211p	219p	236p	251p	253p	258p	300p									358p	H	( 443p)	
66 - 4	66																						66
66 - 4												345pE	348p	353p	355p	411p	428p	436p	442p	448p	D		
62 - 3		B	259pC	305p	311p	319p	336p	351p	353p	358p	400p	400p								448p	H	( 533p)	
62 - 10	( 259p)	F	344p																		I	( 410p)	
62 - 10		B	344pC	350p	356p	404p	421p	436p	438p	443p	445p												
62 - 8	66											445p									I	( 455p)	
62 - 8												445pE	448p	453p	455p	511p	528p	536p	542p	548p	D		
66 - 3		B	359pC	405p	411p	419p	436p	451p	453p	458p	500p									548p	H	( 633p)	
66 - 6	( 409p)	F	454p																				66
66 - 6		B	454pC	500p	506p	514p	531p	546p	548p	553p	555p												
66 - 7	( 520p)	F	601p																				66
66 - 7		B	601pC	607p	613p	621p	637p	651p	653p	658p	700p												

Route: 62 URI-Kingston/NEC/PITC  
Garage: elmw elmwood garage  
Direction: - Inbound

Block	From	Note	uri memorl union	rte2 rte138	exeter varety	wikfrd train sta	ccri warwik	rhode island hosp	nursng edu ctr	provi dence	prov staton	prov staton	exchg terace x stop	nursng edu ctr	rhode island hosp	ccri warwik	wikfrd train sta	exeter varety	rte2 rte138	uri memorl union	Note	To	
71 - 2	71																						
71 - 2												705pE	707p	711p	713p	726p	741p	748p	754p	759p	D		
30 - 4	30																			759p	H	( 844p)	
30 - 4												1005pE	1007p	1011p	1013p	1026p	1041p	1048p	1054p	1059p	D		
																				1059p	H	( 1139p)	

- Notes:
- B - URI to Providence Station - Exchange Terrace - Stop "Y" URI, Wickford Station, and CCRI via Lower College Rd. (R) Rte. #138 West (R) Rte. #2 North (R) Rte. #102 (L) to Enter Wickford Station Immediate (R) to Bus Stop in front of Parking Garage (L) to Exit (R) Rte. #102 North (R) "On" Ramp to Rte. #4 North - Rte. #4 - Rte. #95 North (L) Exit to Rte. #295 (R) "Off" Ramp for Rte. #113 West - Rte. #113 West (L) entrance CCRI driveway (L) at Roundabout (R) edge of parking lot discharge passengers before proceeding to Bus Stop (L) Perimeter Rd (L) after Island (L) Perimeter Rd (R) exit CCRI driveway (R) Rte.#113 East (R) "On" Ramp Rte. #95 North - Rte. #95 North (R) Thurbers Ave. Exit (L) Thurbers (R) Eddy-Dyer (L) Dorrance (R) Washington (L) East Approach (R) Exchange Terrace - Stop "Y" (L) Exchange (Sign #107) LAYOFF ON EXCHANGE NS STILLMAN LEAVE IN TIME TO START NEXT OUTBOUND TRIP
  - C - ADA ANNOUNCEMENTS : ANNOUNCE ROUTE #62 URI-KINGSTON - WICKFORD TRAIN STATION, CCRI, NURSING EDUCATION CENTER, KENNEDY PLAZA, PROVIDENCE STATION
  - D - Providence Station - Exchange Terrace - Stop "X" to CCRI, Wickford Station and URI via Exchange (R) Stillman (L) Park Row West (L) Park Row West (L) Exchange (R) Exchange Terrace (L) Dorrance - Dyer - Eddy (L)Thurbers (R) "On" Ramp to Rte. #95 driveway (R) Rte. #113 East (R) "On" Ramp Rte. #95 South (L) Rte. #4 (R) Exit# 3A - Rte.#102 South (L) to Enter Wickford Station Immediate (R) to Bus Stop in front of Parking Garage (L) to Exit (R) Rte. #102 North (L) Rte. #2 South (L) Rte.#138 (L) Lower College Rd. to Memorial Union (Sign #121) LAYOFF AT 120 FLAGG RD (BIOTECH SCIENCES BUILDING RESTROOM AVAILABLE) VIA LOWER COLLEGE (L) CAMPUS (R) UPPER COLLEGE(R) RTE. #138 WEST (R) PLAINS RD - FLAGG RD TO 120 FLAGG RD. LEAVE IN TIME FOR NEXT INBOUND TRIP VIA FLAGG (R) LOWER COLLEGE TO MEMORIAL UNION
  - E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #62 URI KINGSTON - NURSING EDUCATION CTR, PROVIDENCE TRAIN STATION, NURSING EDUCATION CENTER, CCRI\*, WICKFORD TRAIN STATION, URI STUDENT UNION
  - F - Garage to URI (Student Union) via (L) Elmwood (L) "On" Ramp to Rte. #10 - Rte. #10 (R) Rte. #95 South (L) Rte. #4 - Rte. #1 (R) Rte. #138 West (R) Upper College Rd. (L) Campus Rd. (R) Lower College Rd. to Student Union (Sign #286)
  - G - Elmwood Garage to Providence Station via (L) Elmwood (L) Rte.#10 North - Rte. #10 North (R) Rte. #95 North - Rte. #95 North (R) Downtown Exit - Memorial (L) Exchange (R) Stillman (L) Park Row West Sign #286
  - H - URI (Memorial Union) to Garage via Lower College Rd. (L) Campus (R) Upper College (L) Rte. #138 East (L) Rte. #1 - Rte. #4 (R) Rte. #95 North (R) Elmwood Ave. Exit (L) Elmwood Ave. (Passengers may ride back to the Garage) (ISSUE A FREE TRANSFER) (Sign #287)
  - I - Providence Station (Stillman St) to Elmwood Garage (L) Park Row West (L) Park Row (L) Exchange (R) Memorial (R) Rte.#95 South - Rte. #95 South (R) "Off"ramp to Elmwood Ave. to garage (Sign #286)



Vehicle schedule: hjan2001 Weekday Scenario: 1 elmwood winter weekday

Route: 72 Weeden Street (Central Falls)  
Garage: elmw elmwood garage  
Direction: Inbound

Block	From	Note	slater mill	dexter barton	dexter west hunt	weeden lonsdl	power andrtn	smith field power	walmrt providence	admrал chrles	prov staton	provi dence	rhode island hosp	To
72 - 1	( 450a)	F	507a											
72 - 1		B	507aC	511a	514a	518a	523a	527a	532a	534a	538a	540a	546a	
72 - 2	( 510a)	F	527a											
72 - 2		B	527aC	531a	534a	538a	543a	547a	552a	554a	558a	600a	606a	
72 - 4	( 530a)	F	547a											
72 - 4		B	547aC	551a	554a	558a	603a	607a	612a	614a	618a	620a	626a	
72 - 5	( 550a)	F	607a											
72 - 5		B	607aC	611a	614a	618a	623a	627a	632a	634a	638a	640a	646a	
72 - 6	( 610a)	F	627a											
72 - 6		B	627aC	631a	634a	638a	643a	647a	652a	654a	658a	700a	706a	
72 - 3		B	644aC	648a	651a	655a	700a	705a	710a	712a	717a	720a	726a	
72 - 1		B	701aC	706a	710a	715a	720a	725a	730a	732a	737a	740a	746a	
72 - 2		B	721aC	726a	730a	735a	740a	745a	750a	752a	757a	800a	806a	
72 - 4		B	741aC	746a	750a	755a	800a	805a	810a	812a	817a	820a	826a	
72 - 5		B	801aC	806a	810a	815a	820a	825a	830a	832a	837a	840a	846a	
72 - 6		B	821aC	826a	830a	835a	840a	845a	850a	852a	857a	900a	906a	
72 - 3		B	841aC	846a	850a	855a	900a	905a	910a	912a	917a	920a	926a	
72 - 1		B	901aC	906a	910a	915a	920a	925a	930a	932a	937a	940a	946a	
72 - 2		B	921aC	926a	930a	935a	940a	945a	950a	952a	957a	1000a	1006a	
72 - 4		B	941aC	946a	950a	955a	1000a	1005a	1010a	1012a	1017a	1020a	1026a	
72 - 5		B	1001aC	1006a	1010a	1015a	1020a	1025a	1030a	1032a	1037a	1040a	1046a	
72 - 6		B	1021aC	1026a	1030a	1035a	1040a	1045a	1050a	1052a	1057a	1100a	1106a	
72 - 3		B	1041aC	1046a	1050a	1055a	1100a	1105a	1110a	1112a	1117a	1120a	1126a	
72 - 1		B	1101aC	1106a	1110a	1115a	1120a	1125a	1130a	1132a	1137a	1140a	1146a	
72 - 2		B	1121aC	1126a	1130a	1135a	1140a	1145a	1150a	1152a	1157a	1200p	1206p	
72 - 4		B	1141aC	1146a	1150a	1155a	1200p	1205p	1210p	1212p	1217p	1220p	1226p	
72 - 5		B	1201pC	1206p	1210p	1215p	1220p	1225p	1230p	1232p	1237p	1240p	1246p	
72 - 6		B	1221pC	1226p	1230p	1235p	1240p	1245p	1250p	1252p	1257p	100p	106p	
72 - 3		B	1241pC	1246p	1250p	1255p	100p	105p	110p	112p	117p	120p	126p	
72 - 1		B	101pC	106p	110p	115p	120p	125p	130p	132p	137p	140p	146p	
72 - 2		B	121pC	126p	130p	135p	140p	145p	150p	152p	157p	200p	206p	
72 - 4		B	141pC	146p	150p	155p	200p	205p	210p	212p	217p	220p	226p	
72 - 5		B	201pC	206p	210p	215p	220p	225p	230p	232p	237p	240p	246p	
72 - 6		B	221pC	226p	230p	235p	240p	245p	250p	252p	257p	300p	306p	
72 - 3		B	241pC	246p	250p	255p	300p	305p	310p	312p	317p	320p	326p	
72 - 1		B	301pC	306p	310p	315p	320p	325p	330p	332p	337p	340p	346p	
72 - 2		B	321pC	326p	330p	335p	340p	345p	350p	352p	357p	400p	406p	
72 - 4		B	341pC	346p	350p	355p	400p	405p	410p	412p	417p	420p	426p	
72 - 5		B	401pC	406p	410p	415p	420p	425p	430p	432p	437p	440p	446p	
72 - 6		B	421pC	426p	430p	435p	440p	445p	450p	452p	457p	500p	506p	
72 - 3		B	441pC	446p	450p	455p	500p	505p	510p	512p	517p	520p	526p	

Route: 72 Weeden Street (Central Falls)  
 Garage: elmw elmwood garage  
 Direction: Inbound

Block	From	Note	slater mill	dexter barton	dexter west hunt	weeden lonsdl	power andrtn	smith field power	walmart providence	admiral charles	providence station	providence	rhode island hosp	To
72 - 1		B	501pC	506p	510p	515p	520p	525p	530p	532p	537p	540p	546p	
72 - 2		B	521pC	526p	530p	535p	540p	545p	550p	552p	557p	600p	605p	
72 - 4		B	544pC	549p	553p	558p	603p	607p	612p	614p	618p	620p	625p	
72 - 5		B	607pC	611p	614p	618p	623p	627p	632p	634p	638p	640p	645p	
72 - 6		B	627pC	631p	634p	638p	643p	647p	652p	654p	658p	700p	705p	
72 - 3		B	647pC	651p	654p	658p	703p	707p	712p	714p	718p	720p	725p	
72 - 4		B	727pC	731p	734p	738p	743p	747p	752p	754p	758p	800p	805p	
72 - 5		B	802pC	806p	809p	813p	818p	822p	827p	829p	833p	835p	840p	
72 - 5		G												
72 - 3		B	842pC	846p	849p	853p	858p	902p	907p	909p	913p	915p	840p	( 850p)
72 - 4		B	922pC	926p	929p	933p	938p	942p	947p	949p	953p	955p	920p	54
54 - 1		B	1002pC	1006p	1009p	1013p	1018p	1022p	1027p	1029p	1033p	1035p	1000p	54
54 - 2		B	1042pC	1046p	1049p	1053p	1058p	1102p	1107p	1109p	1113p	1115p	1040p	54
													1120p	54

- Notes:
- B - Main & Roosevelt (Slater Mill Side) to RI Hospital, Kennedy Plaza - Stop "B" - via Roosevelt (L) Exchange - Goff (R) Dexter (L) W. Hunt (L) Lonsdale (R) Weeden (L) Power (L) Mineral Spring (R) Smithfield - Silver Spring (L) Charles (R) Ashburton - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton Stop "B" (L) Dorrance -Dyer -Eddy (L) Blackstone (L) after parking lot and before the bridge (L) to Layover (Sign #89)
  - C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #72 WEEDEN ST., DEXTER ST. & BARTON ST, DEXTER ST & WEST HUNT, MINERAL SPRING & SMITHFIELD AVE., SMITHFIELD AVE. & POWER, WALMART; PROVIDENCE STATION; KENNEDY PLAZA, RI HOSPITAL
  - F - Garage to Main & Roosevelt (Slater Mill Side) via (L) Elmwood (L) Rte. #10 (R) Rte. #95 North (R) School St. Exit (L) School (L) Broadway (R) Main (R) Roosevelt (Sign #286)
  - G - Rhode Island Hospital to Elmwood Garage via Eddy (L) Thurbers (R) Route #95 South - Route #95 South to Elmwood Ave Exit (R) Elmwood to Garage (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)

Route: 72 Weeden Street (Central Falls)  
 Garage: elmw elmwood garage  
 Direction: Outbound

Block	From	Note	rhode island hosp	providence	prov staton	admiral chrles	walmsrt providence	smith field power	power andrtn	weeden lonsdl	dexter west hunt	dexter barton	slater mill	To
72 - 3	( 523a)	H	539a											
72 - 3		D	539aE	545a	547a	552a	554a	559a	603a	608a	612a	615a	618a	
72 - 1		D	559aE	605a	607a	612a	614a	619a	623a	628a	632a	635a	638a	
72 - 2		D	619aE	625a	627a	632a	634a	639a	643a	648a	652a	655a	658a	
72 - 4		D	639aE	645a	647a	652a	654a	659a	703a	708a	713a	717a	720a	
72 - 5		D	659aE	705a	707a	712a	714a	719a	724a	729a	734a	738a	741a	
72 - 6		D	719aE	725a	727a	732a	734a	739a	744a	749a	754a	758a	801a	
72 - 3		D	739aE	745a	747a	752a	754a	759a	804a	809a	814a	818a	821a	
72 - 1		D	759aE	805a	807a	812a	814a	819a	824a	829a	834a	838a	841a	
72 - 2		D	819aE	825a	827a	832a	834a	839a	844a	849a	854a	858a	901a	
72 - 4		D	839aE	845a	847a	852a	854a	859a	904a	909a	914a	918a	921a	
72 - 5		D	859aE	905a	907a	912a	914a	919a	924a	929a	934a	938a	941a	
72 - 6		D	919aE	925a	927a	932a	934a	939a	944a	949a	954a	958a	1001a	
72 - 3		D	939aE	945a	947a	952a	954a	959a	1004a	1009a	1014a	1018a	1021a	
72 - 1		D	959aE	1005a	1007a	1012a	1014a	1019a	1024a	1029a	1034a	1038a	1041a	
72 - 2		D	1019aE	1025a	1027a	1032a	1034a	1039a	1044a	1049a	1054a	1058a	1101a	
72 - 4		D	1039aE	1045a	1047a	1052a	1054a	1059a	1104a	1109a	1114a	1118a	1121a	
72 - 5		D	1059aE	1105a	1107a	1112a	1114a	1119a	1124a	1129a	1134a	1138a	1141a	
72 - 6		D	1119aE	1125a	1127a	1132a	1134a	1139a	1144a	1149a	1154a	1158a	1201p	
72 - 3		D	1139aE	1145a	1147a	1152a	1154a	1159a	1204p	1209p	1214p	1218p	1221p	
72 - 1		D	1159aE	1205p	1207p	1212p	1214p	1219p	1224p	1229p	1234p	1238p	1241p	
72 - 2		D	1219pE	1225p	1227p	1232p	1234p	1239p	1244p	1249p	1254p	1258p	101p	
72 - 4		D	1239pE	1245p	1247p	1252p	1254p	1259p	104p	109p	114p	118p	121p	
72 - 5		D	1259pE	105p	107p	112p	114p	119p	124p	129p	134p	138p	141p	
72 - 6		D	119pE	125p	127p	132p	134p	139p	144p	149p	154p	158p	201p	
72 - 3		D	139pE	145p	147p	152p	154p	159p	204p	209p	214p	218p	221p	
72 - 1		D	159pE	205p	207p	212p	214p	219p	224p	229p	234p	238p	241p	
72 - 2		D	219pE	225p	227p	232p	234p	239p	244p	249p	254p	258p	301p	
72 - 4		D	239pE	245p	247p	252p	254p	259p	304p	309p	314p	318p	321p	
72 - 5		D	259pE	305p	307p	312p	314p	319p	324p	329p	334p	338p	341p	
72 - 6		D	319pE	325p	327p	332p	334p	339p	344p	349p	354p	358p	401p	
72 - 3		D	339pE	345p	347p	352p	354p	359p	404p	409p	414p	418p	421p	
72 - 1		D	359pE	405p	407p	412p	414p	419p	424p	429p	434p	438p	441p	
72 - 2		D	419pE	425p	427p	432p	434p	439p	444p	449p	454p	458p	501p	
72 - 4		D	439pE	445p	447p	452p	454p	459p	504p	509p	514p	518p	521p	
72 - 5		D	459pE	505p	507p	512p	514p	519p	524p	529p	534p	538p	541p	
72 - 6		D	519pE	525p	527p	532p	534p	539p	544p	549p	554p	558p	601p	
72 - 3		D	539pE	545p	547p	552p	554p	559p	604p	609p	613p	616p	619p	
72 - 1		D	559pE	605p	607p	612p	614p	619p	623p	628p	632p	635p	638p	
72 - 1		I												
72 - 2		D	619pE	625p	627p	632p	634p	639p	643p	648p	652p	655p	658p	( 653p)

Route: 72 Weeden Street (Central Falls)  
 Garage: elmw elmwood garage  
 Direction: Outbound

Block	From	Note	rhode island hosp	provi dence	prov staton	admr al chrls	wal mrt provid ence	smith field power	power andrtn	weeden lonsdl	dexter west hunt	dexter barton	slater mill	To
72 - 2		I											658p	( 713p)
72 - 4		D	639pE	645p	647p	652p	654p	659p	703p	708p	712p	715p	718p	
72 - 5		D	659pE	705p	707p	712p	714p	719p	723p	728p	732p	735p	738p	
72 - 6		D	719pE	725p	727p	732p	734p	739p	743p	748p	752p	755p	758p	
72 - 6		I											758p	( 813p)
72 - 3		D	759pE	805p	807p	812p	814p	819p	823p	828p	832p	835p	838p	
72 - 4		D	839pE	845p	847p	852p	854p	859p	903p	908p	912p	915p	918p	
54 - 1	54	D	919pE	925p	927p	932p	934p	939p	943p	948p	952p	955p	958p	
54 - 2	54	D	959pE	1005p	1007p	1012p	1014p	1019p	1023p	1028p	1032p	1035p	1038p	
54 - 4	54	D	1039pE	1045p	1047p	1052p	1054p	1059p	1103p	1108p	1112p	1115p	1118p	
54 - 4		I											1118p	( 1133p)
54 - 3	54	D	1119pE	1125p	1127p	1132p	1134p	1139p	1143p	1148p	1152p	1155p	1158p	
54 - 3		I											1158p	( 1213x)

Notes: D - RI Hospital, Kennedy Plaza - Stop "G" to Main & Roosevelt (Slater Mill Side) - via Layover (R) Eddy -Dyer (L) Dorrance (R) Washington (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No.Main (L) Charles (R) Silver Spring - Smithfield (L) Mineral Spring (R) Power (R) Weeden (L) Lonsdale (R) W. Hunt (R) Dexter (L) Main (L) Roosevelt (Sign #84)  
 E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #72 WEEDEN ST., KENNEDY PLAZA, PROVIDENCE STATION, WALMART, SMITHFIELD & POWER, MINERAL SPRING & SMITHFIELD AVE., DEXTER & WEST HUNT; DEXTER & BARTON, MAIN & ROOSEVELT- SLATER MILL  
 H - Elmwood Garage to RI Hospital via (L) Elmwood (L) "On Ramp" to Rte. #10 North - Rte. #10 North (R) "On Ramp" to Rte. #95 North - Rte. #95 North to Rte. #195 East (R) India St. Exit (R) So. Main (L) Point (L) Eddy to nearside RI Hospital Driveway - (Sign #286)  
 I - Roosevelt & Main (Slater Mill Side) to Garage via Roosevelt (R) Exchange (R) "ON" Ramp to Rte. #95 So. - Rte. #95 So. (R) Elmwood Ave. Exit (R) Elmwood Ave. (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)

Route: 4 Pawtuxet-Village/Warwick-Neck  
 Garage: elmw elmwood garage  
 Direction: Inbound

Block	From	Trp route	Note	oakbch subpk	meadow brook	warwic neck barton	west shore beach	warwik west shore	warwic post road	pawtxt bridge	norwod broad	ernst allens	rhode island hosp	provi dence	prov staton	To
3 - 1	( 552a)		J	616a												
3 - 1		3	B	616aC	622a			627a	632a		637a	641a	645a	650a	652a	4
3 - 2	( 626a)		K			650a										
3 - 2		4	D			650aE	658a	702a		709a	712a	716a	720a	725a	727a	3
3 - 3	( 702a)		J	726a												
3 - 3		3	B	726aC	732a			737a	742a		747a	751a	755a	800a	802a	4
3 - 1		4	D			800aE	808a	812a		819a	822a	826a	830a	835a	837a	3
3 - 2		3	B	836aC	842a			847a	852a		857a	901a	905a	910a	912a	4
3 - 3		4	D			910aE	918a	922a		929a	932a	936a	940a	945a	947a	3
3 - 1		3	B	946aC	952a			957a	1002a		1007a	1011a	1015a	1020a	1022a	4
3 - 2		4	D			1020aE	1028a	1032a		1039a	1042a	1046a	1050a	1055a	1057a	3
3 - 3		3	B	1056aC	1102a			1107a	1112a		1117a	1121a	1125a	1130a	1132a	4
3 - 1		4	D			1130aE	1138a	1142a		1149a	1152a	1156a	1200p	1205p	1207p	3
3 - 2		3	B	1206pC	1212p			1217p	1222p		1227p	1231p	1235p	1240p	1242p	4
3 - 3		4	D			1240pE	1248p	1252p		1259p	102p	106p	110p	115p	117p	3
3 - 1		3	B	116pC	122p			127p	132p		137p	141p	145p	150p	152p	4
3 - 2		4	D			150pE	158p	202p		209p	212p	216p	220p	225p	227p	3
3 - 3		3	B	226pC	232p			237p	242p		247p	251p	255p	300p	302p	4
3 - 1		4	D			300pE	308p	312p		319p	322p	326p	330p	335p	337p	3
3 - 2		3	B	336pC	342p			347p	352p		357p	401p	405p	410p	412p	4
3 - 3		4	D			410pE	418p	422p		429p	432p	436p	440p	445p	447p	3
3 - 1		3	B	446pC	452p			457p	502p		507p	511p	515p	520p	522p	4
3 - 2		4	D			520pE	528p	532p		539p	542p	546p	550p	555p	557p	3
3 - 3		3	B	556pC	602p			607p	612p		617p	621p	625p	630p	632p	4
3 - 1		4	D			630pE	638p	642p		649p	652p	656p	700p	705p	707p	3
3 - 2		3	B	706pC	712p			717p	722p		727p	731p	735p	740p	742p	4
3 - 3		4	D			740pE	748p	752p		759p	802p	806p	810p	815p	817p	3

- Notes:
- B - Oakland Beach Terminus (Oakland Beach Ave. & Suburban Pkwy.) to Kennedy Plaza - Stop - "G" and Providence Train Station, RI Hospital via Oakland Beach Ave. - Warwick (R) Norwood (L) Narragansett Blvd. - Allens Ave. (L) Blackstone (R) after the bridge and before the parking lot thru to layover (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Stillman (Sign #75)
  - C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #3 PROVIDENCE VIA WARWICK AVE., \* WARWICK AVE. & SANDY LANE, \*WEST SHORE RD & BEACH ST; WARWICK AVE & WESTSHORE RD ;WARWICK AVE. & POST RD., BROAD ST. & NORWOOD AVE., RI HOSPITAL, KENNEDY PLAZA , PROVIDENCE STATION \*MAKE ANNOUNCEMENT ONLY IF SERVED
  - D - Warwick Terminus (Warwick Neck & Barton Aves.) to Kennedy Plaza Stop "G" and Providence Train Station via (R) Meadow View (L) Warwick Neck (R) Samuel Gorton (L) Long Meadow (L) Tidewater (R) West Shore Rd. (R) Warwick (R) Narragansett Parkway - Broad St. (Pawtuxet) (R) Norwood (L) Narragansett Blvd. - Allens Ave. (L) Blackstone (R) after the bridge and before the parking lot thru to the layover (R) Eddy -Dyer (L) Dorrance (R) Washington - Stop - "G" (L) Exchange (R) Stillman (Sign #10)
  - E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #4 PROVIDENCE VIA WEST SHORE RD. & BEACH AVE., WARWICK AVE & WEST SHORE RD, BROAD ST. & NORWOOD AVE., RI HOSPITAL, KENNEDY PLAZA, PROVIDENCE STATION
  - J - Garage to Oakland Beach Terminus via (L) Elmwood (L) Park (R) Warwick (R) Oakland Beach Ave. to Suburban Parkway (Sign #286)
  - K - Garage to Warwick Terminus via (L) Elmwood (L) Park (R) Warwick - Straight at Hoxie Four Corners - then Bear Left by Stop & Shop-(Stay on Warwick Ave.) - Pass Hendricken High School (L) West Shore Rd. (R) Warwick Neck Ave. (Start Operating Local at Meadowbrook Plaza) (Sign #286)

Route: 4 Pawtuxet-Village/Warwick-Neck  
Garage: elmw elmwood garage  
Direction: Outbound

Block	From	Trp route	Note	prov staton	provi dence	rhode island hosp	ernst allens	norwod broad	warwic post road	pawtxt bridge	warwik west shore	meadow brook	oakbch subpky	west shore beach	warwic neck barton	To
3 - 1	3	4	F	702aG	705a	709a	713a	718a		721a	728a			732a	740a	
3 - 2	4	3	H	737a I	740a	744a	748a	753a	756a		805a	809a	816a			
3 - 3	3	4	F	812aG	815a	819a	823a	828a		831a	838a			842a	850a	
3 - 1	4	3	H	847a I	850a	854a	858a	903a	906a		915a	919a	926a			
3 - 2	3	4	F	922aG	925a	929a	933a	938a		941a	948a			952a	1000a	
3 - 3	4	3	H	957a I	1000a	1004a	1008a	1013a	1016a		1025a	1029a	1036a			
3 - 1	3	4	F	1032aG	1035a	1039a	1043a	1048a		1051a	1058a			1102a	1110a	
3 - 2	4	3	H	1107a I	1110a	1114a	1118a	1123a	1126a		1135a	1139a	1146a			
3 - 3	3	4	F	1142aG	1145a	1149a	1153a	1158a		1201p	1208p			1212p	1220p	
3 - 1	4	3	H	1217p I	1220p	1224p	1228p	1233p	1236p		1245p	1249p	1256p			
3 - 2	3	4	F	1252pG	1255p	1259p	103p	108p		111p	118p			122p	130p	
3 - 3	4	3	H	127p I	130p	134p	138p	143p	146p		155p	159p	206p			
3 - 1	3	4	F	202pG	205p	209p	213p	218p		221p	228p			232p	240p	
3 - 2	4	3	H	237p I	240p	244p	248p	253p	256p		305p	309p	316p			
3 - 3	3	4	F	312pG	315p	319p	323p	328p		331p	338p			342p	350p	
3 - 1	4	3	H	347p I	350p	354p	358p	403p	406p		415p	419p	426p			
3 - 2	3	4	F	422pG	425p	429p	433p	438p		441p	448p			452p	500p	
3 - 3	4	3	H	457p I	500p	504p	508p	513p	516p		525p	529p	536p			
3 - 1	3	4	F	532pG	535p	539p	543p	548p		551p	558p			602p	610p	
3 - 2	4	3	H	607p I	610p	614p	618p	623p	626p		635p	639p	646p			
3 - 3	3	4	F	642pG	645p	649p	653p	658p		701p	708p			712p	720p	
3 - 1	4	3	H	717p I	720p	724p	728p	733p	736p		745p	749p	756p			
3 - 1			L										756p			( 818p)
3 - 2	3	4	F	752pG	755p	759p	803p	808p		811p	818p			822p	830p	
3 - 2			M												830p	( 851p)
3 - 3	4	3	H	827p I	830p	834p	838p	843p	846p		855p	859p	906p			
3 - 3			L										906p			( 928p)

- Notes:
- F - Providence Station & Kennedy Plaza - Stop "B" and to Warwick Neck and Barton Aves. via Stillman (L) Park Row West (L) Park Row West (L) Exchange (R) Fulton to Stop "B" (L) Dorrance - Dyer - Eddy (L) Blackstone (R) Allens - Narragansett Blvd. (R) Norwood (L) Broad St. - Narragansett Parkway (L) Warwick (L) West Shore Rd. (L) Tidewater (R) Longmeadow (R) Samuel Gorton (L) Warwick Neck Ave. (R) Barton (R) into Loop (Sign #8) (PLEASE ENTER AT BARTON ST AND TURN OFF YOUR ENGINE)
  - G - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #4 - WARWICK AVE. - WARWICK NECK, KENNEDY PLAZA, RI HOSPITAL, BROAD ST. & NORWOOD AVE., NARRAGANSETT AVE & POST RD; WARWICK AVE & WESTSHORE; WARWICK NECK & BARTON AVE
  - H - Providence Train Station & Kennedy Plaza - Fulton St. - Stop "B" to Oakland Beach Terminus (Oakland Beach & Suburban Pkwy) via Warwick Ave. via Stillman (L) Park Row (L) Park Row West (L) Exchange (R) Fulton Stop "B" (L) Dorrance - Dyer - Eddy (L) Blackstone (R) Allens - Narragansett Blvd. (R) Norwood (L) Warwick - Oakland Beach Ave. (L) Suburban Pkwy. (Lay off on South Side of Suburban Parkway) (Sign #7)
  - I - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #3 - OAKLAND BEACH, KENNEDY PLAZA, RI HOSPITAL, PROVIDENCE STATION, JOHNSON & WALES\*, BROAD ST. & NORWOOD AVE., WARWICK AVE. & POST RD., HOXSIE 4 CORNERS, WARWICK AVE. & SANDY LANE, OAKLAND BEACH \*MAKE ANNOUNCEMENT ONLY IF SERVED
  - L - Oakland Beach Terminus to Garage via Oakland Beach Ave. - Warwick (L) Park (R) Rte. #10 (R) Elmwood Ave. Exit (R) Elmwood (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)
  - M - Warwick Terminus to Garage via Warwick Neck Ave. (L) West Shore Rd. (R) Warwick (L) Park (R) Rte. #10 (R) Elmwood Ave. Exit (R) Elmwood Ave. (Operate Local to Meadowbrook Plaza)(Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)

Vehicle schedule: hjan2006 Saturday Scenario: 1 elmwood winter saturday

Route: 51 Charles Street  
Garage: elmw elmwood garage  
Direction: - Inbound

Block	From	Note	ccri lincon	twin river	minral spring charls	charls branch	admral chrles	prov staton	provi dence	rhode island hosp	rhode island hosp	provi dence	prov staton	admral chrles	charls branch	minral spring charls	twin river	ccri lincon	Note	To	
51 - 1	( 558a)	H		615a																	
51 - 1		B		615aC	620a	625a	628a	633a	635a	639a	650aE	655a	657a	703a	706a	711a	716a		D		
51 - 2	( 627a)	H		644a																	
51 - 2		B		644aC	649a	654a	657a	702a	705a	709a	720a	725a	727a	733a	736a	741a	746a	751a	F		
51 - 3	( 657a)	H		714a																	
51 - 3		B		714aC	719a	724a	727a	732a	735a	739a	750a	755a	757a	803a	806a	811a	816a	821a	F		
51 - 1		B		744aC	749a	754a	757a	802a	805a	809a	820aE	825a	827a	833a	836a	841a	846a	851a	F		
51 - 2		G	809aC	814a	819a	824a	827a	832a	835a	839a	850aE	855a	857a	903a	906a	911a	916a	921a	F		
51 - 3		G	839aC	844a	849a	854a	857a	902a	905a	909a	920aE	925a	927a	933a	936a	941a	946a	951a	F		
51 - 1		G	909aC	914a	919a	924a	927a	932a	935a	939a	950aE	955a	957a	1003a	1006a	1011a	1016a	1021a	F		
51 - 2		G	939aC	944a	949a	954a	957a	1002a	1005a	1009a	1020aE	1025a	1027a	1033a	1036a	1041a	1046a	1051a	F		
51 - 3		G	1009aC	1014a	1019a	1024a	1027a	1032a	1035a	1039a	1050aE	1055a	1057a	1103a	1106a	1111a	1116a	1121a	F		
51 - 1		G	1039aC	1044a	1049a	1054a	1057a	1102a	1105a	1109a	1120aE	1125a	1127a	1133a	1136a	1141a	1146a	1151a	F		
51 - 2		G	1109aC	1114a	1119a	1124a	1127a	1132a	1135a	1139a	1150aE	1155a	1157a	1203p	1206p	1211p	1216p	1221p	F		
51 - 3		G	1139aC	1144a	1149a	1154a	1157a	1202p	1205p	1209p	1220pE	1225p	1227p	1233p	1236p	1241p	1246p	1251p	F		
51 - 1		G	1209pC	1214p	1219p	1224p	1227p	1232p	1235p	1239p	1250pE	1255p	1257p	103p	106p	111p	116p	121p	F		
51 - 2		G	1239pC	1244p	1249p	1254p	1257p	102p	105p	109p	120pE	125p	127p	133p	136p	141p	146p	151p	F		
51 - 3		G	109pC	114p	119p	124p	127p	132p	135p	139p	150pE	155p	157p	203p	206p	211p	216p	221p	F		
51 - 1		G	139pC	144p	149p	154p	157p	202p	205p	209p	220pE	225p	227p	233p	236p	241p	246p	251p	F		
51 - 2		G	209pC	214p	219p	224p	227p	232p	235p	239p	250pE	255p	257p	303p	306p	311p	316p	321p	F		
51 - 3		G	239pC	244p	249p	254p	257p	302p	305p	309p	320pE	325p	327p	333p	336p	341p	346p	351p	F		
51 - 1		G	309pC	314p	319p	324p	327p	332p	335p	339p	350pE	355p	357p	403p	406p	411p	416p	421p	F		
51 - 2		G	339pC	344p	349p	354p	357p	402p	405p	409p	420pE	425p	427p	433p	436p	441p	446p	451p	F		
51 - 3		G	409pC	414p	419p	424p	427p	432p	435p	439p	450pE	455p	457p	503p	506p	511p	516p	521p	F		
51 - 1		G	439pC	444p	449p	454p	457p	502p	505p	509p	520pE	525p	527p	533p	536p	541p	546p	551p	F		
51 - 2		G	509pC	514p	519p	524p	527p	532p	535p	539p	550pE	555p	557p	603p	606p	611p	616p	621p	F		
51 - 3		G	539pC	544p	549p	554p	557p	602p	605p	609p	620pE	625p	627p	633p	636p	641p	646p	651p	F		
51 - 1		G	609pC	614p	619p	624p	627p	632p	635p	639p	650pE	655p	657p	703p	706p	711p	716p	721p	F		
51 - 2		G	639pC	644p	649p	654p	657p	702p	705p	709p	720pE	725p	727p	733p	736p	741p	746p		D		
51 - 3		G	709pC	714p	719p	724p	727p	732p	735p	739p	750pE	755p	757p	803p	806p	811p	816p		D		
51 - 1		B	759pC	764p	769p	774p	777p	802p	805p	809p	820pE	825p	827p	833p	836p	841p	846p		D		
51 - 2		B	799pC	804p	809p	814p	817p	832p	835p	839p	850pE	855p	857p	903p	906p	911p	916p		D		
51 - 3		B	839pC	844p	849p	854p	857p	902p	905p	909p	920pE	925p	927p	933p	936p	941p	946p		D		
51 - 1		B		914pC	919p	924p	927p	932p	935p	939p	950pE	955p	957p	1003p	1006p	1011p	1016p		I ( 1001p)		
51 - 1		B		944pC	949p	954p	957p	1002p	1005p	1009p	1020pE	1025p	1027p	1033p	1036p	1041p	1046p		I ( 1031p)		
51 - 2		B																	I ( 1101p)		

*Leah  
alme 709  
759pC*

Route: 51 Charles Street  
 Garage: elmw elmwood garage  
 Direction: - Inbound

- Notes:
- B - Twin River to RI Hospital Kennedy Plaza - Stop "B" via Immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton Stop "B" (L) Dorrance (R) Dyer Eddy (L) Blackstone (L) after parking lot and before you go under the bridge to Layover Sign #12
  - C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #51 CHARLES - TWIN RIVER; MINERAL SPRING AVENUE & CHARLES ST, CHARLES & BRANCH, CHARLES & SILVER SPRING; PROVIDENCE STATION, KENNEDY PLAZA, RI HOSPITAL
  - D - RI Hospital, Kennedy Plaza - Washington St. - Stop "G" and Twin River via Layover (R) Eddy - Dyer (L) Dorrance (R) Washington (L) Exchange - Park Row West (R) Park Row West (L) No. Main - Charles - Rte. #246 (L) Entrance to Twin River (Perimeter Rd.) (R) Driveway to South Entrance pick up and drop off at Bus Stop (Sign #79)
  - E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #51 CHARLES- KENNEDY PLAZA ,PROVIDENCE STATION, CHARLES & SILVER SPRING STREETS, CHARLES & BRANCH, CHARLES & MINERAL SPRING, TWIN RIVER; CCRI LINCOLN
  - F - RI Hospital, Washington St - Stop "B" to Twin River via Charles via Layover (R) Eddy - Dyer (L) Dorrance (L) Washington (L) Exchange (R) Park Row West - Park Row (L) No. Main - Charles - Rte. #246 (L) Entrance to Twin River (Perimeter Rd.) (R) Driveway to South Entrance pick up and drop off at Bus Stop (Sign #79)
  - G - CCRI Lincoln to RI Hospital and Twin River via (R) Rte. #246 (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - Charles (R) Ashburton - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton to Stop "B" (L) Dorrance (R) Dyer - Eddy (L) Blackstone (R) after the bridge and before the parking lot to Layover (Sign #12)
  - H - Garage to Twin River via (L) Elmwood (L) Rte. #10 (R) "On" Ramp to Rte. #95 North - Rte. #95 North (R) "On" Ramp to Rte. #146 North - Rte. #146 North (R) Exit to Twin River Rd. (R) Twin River (R) Around Rotary into Twin River follow perimeter Rd. to (L) Driveway to South Entrance to Bus Stop (Sign #286)
  - I - Twin River to Elmwood Garage take immediate Left to exit driveway (R) Perimeter Rd. (R) Twin River (R) "On" ramp onto Rt. #146 S. Rte. #146 S to Rte. #95 S (R) Elmwood Ave exit (R) Elmwood (Sign #287)



Route: 54 Lincoln/Woonsocket  
Garage: elmw elmwood garage  
Direction: - Outbound

Block	From	Note	john cumnngs cca	main city lot	park 146A	walmrt north smithf	lincln mall	ccri lincon	twin river	prov staton	provi dence	rhode island hosp	rhode island hosp	provi dence	prov staton	twin river	ccri lincon	lincln mall	walmrt north smithf	park 146A	john cumnngs cca	Note	To
54 - 2	( 634a)	H										650a	650aC	655a	657a	708a	713a	723a	734a	738a	747a	B	
54 - 1	( 559a)	I	633a																				
54 - 1		D	633aE	635a	641a	646a	656a		709a	722a	725a	729a											
54 - 3	( 647a)	I	721a										740aC	745a	747a	800a	805a	815a	826a	830a	839a	B	
54 - 3		F	721aE	723a	729a	734a	744a	754a	759a	812a	815a	819a	830aC	835a	837a	850a	855a	905a	916a	920a	929a	B	
54 - 2		F	811aE	813a	819a	824a	834a	844a	849a	902a	905a	909a	920aC	925a	927a	940a	945a	955a	1006a	1010a	1019a	B	
54 - 1		F	901aE	903a	909a	914a	924a	934a	939a	952a	955a	959a	1010aC	1015a	1017a	1030a	1035a	1045a	1056a	1100a	1109a	B	
54 - 3		F	951aE	953a	959a	1004a	1014a	1024a	1029a	1042a	1045a	1049a	1100aC	1105a	1107a	1120a	1125a	1135a	1146a	1150a	1159a	B	
54 - 2		F	1041aE	1043a	1049a	1054a	1104a	1114a	1119a	1132a	1135a	1139a	1150aC	1155a	1157a	1210p	1215p	1225p	1236p	1240p	1249p	B	
54 - 1		F	1131aE	1133a	1139a	1144a	1154a	1204p	1209p	1222p	1225p	1229p	1240pC	1245p	1247p	100p	105p	115p	126p	130p	139p	B	
54 - 3		F	1221pE	1223p	1229p	1234p	1244p	1254p	1259p	112p	115p	119p	130pC	135p	137p	151p	156p	206p	217p	221p	230p	B	
54 - 2		F	110pE	112p	118p	123p	133p	143p	148p	202p	205p	209p	220pC	225p	227p	241p	246p	256p	307p	311p	320p	B	
54 - 1		F	200pE	202p	208p	213p	223p	233p	238p	252p	255p	259p	310pC	315p	317p	331p	336p	346p	357p	401p	410p	B	
54 - 3		F	250pE	252p	258p	303p	313p	323p	328p	342p	345p	349p	400pC	405p	407p	421p	426p	436p	447p	451p	500p	B	
54 - 2		F	340pE	342p	348p	353p	403p	413p	418p	432p	435p	439p	450pC	455p	457p	511p	516p	526p	537p	541p	550p	B	
54 - 1		F	430pE	432p	438p	443p	453p	503p	508p	522p	525p	529p	540pC	545p	547p	601p	606p	616p	627p	631p	640p	B	
54 - 3		F	520pE	522p	528p	533p	543p	553p	558p	612p	615p	619p	630pC	635p	637p	650p	655p	705p	716p	720p	729p	B	
54 - 2		D	613pE	615p	621p	626p	636p	649p	702p	705p	709p	709p	720pC	725p	727p	740p	752p	803p	807p	816p	816p	G	
54 - 1		D	703pE	705p	711p	716p	726p	739p	752p	755p	759p	759p	810pC	815p	817p	830p	842p	853p	857p	906p	906p	G	
54 - 3		D	753pE	755p	801p	806p	816p	829p	842p	845p	849p	849p	900pC	905p	907p	920p	932p	943p	947p	956p	956p	G	
54 - 2		D	843pE	845p	851p	856p	906p	919p	932p	935p	939p	939p	950pC	955p	957p	1010p	1022p	1033p	1037p	1046p	1046p	G	
54 - 1		D	933pE	935p	941p	946p	956p	1009p	1022p	1025p	1029p	1029p	1040pC	1045p	1047p	1100p	1112p	1123p	1127p	1136p	1136p	G	
54 - 1																							
54 - 3		D	1023pE	1025p	1031p	1036p	1046p		1059p	1112p	1115p	1119p	1130pC	1135p	1137p	1150p		1202x	1213x	1217x	1226x	J ( 1210x)	
54 - 3																					1226x	G	
54 - 2		D	1113pE	1115p	1121p	1126p	1136p		1149p	1202x	1205x	1209x	1209x								1226x	J ( 100x)	
																						K ( 1219x)	

*CCRI  
connection*

Vehicle schedule: hjan2006 Saturday Scenario: 1 elmwood winter saturday

Route: 54 Lincoln/Woonsocket  
 Garage: elmw elmwood garage  
 Direction: - Outbound

- Notes: B - RI Hospital, Kennedy Plaza - Stop "G" to John Cummings Way at Community Care Alliance (Woonsocket), also Twin River, CCRI & Lincoln Mall - via Layover (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No. Main (L) Charles (L) "On" Ramp to Rte. #146 (L) Rte. #146 North (R) "Off" Ramp to Twin River Rd. (R) Twin River Rd. (L) Rte. #246 South (Louisquisset Pike) (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (L) Rte. #246 (L) Enter & Exit Community College of RI Grounds (L) Rte. #246 (R) Jenckes Hill - Breakneck Hill Rd. (R) "On" Ramp to Rte. #146 No. - Rte. #146 No. (R) "Off Ramp to Rte.#116 (R) Rte.#116 So (R) First entrance to Lincoln Mall (McDonalds) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd to Rte. #116 (L) Rte. #116 No (L) "On" Ramp to Rte. #146 No. - Rte. #146 No. (R) Dowling Village Rd. (R) Rte #146A - Smithfield Rd. (R) Providence St. (R) So. Main - Main - Clinton (L) John Cummings Way to Community Care Alliance. (Sign #124)
- C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #54 CCRI- LINCOLN MALL- WOONSOCKET, PROVIDENCE STATION, KENNEDY PLAZA, TWIN RIVER, CCRI, LINCOLN MALL, PARK SQUARE, WALMART NO SMITHFIELD; COMMUNITY CARE ALLIANCE
- D - John Cummings Way at Community Care Alliance (Woonsocket) to RI Hospital, Kennedy Plaza - Stop "B", Lincoln Mall, and Twin River via Rte. #146 via John Cummings Way (L) Social (L) Main - (R) So. Main (L) Providence (L) Smithfield Rd. (R) Rte. #146A (R) Rte. #146A (L) Dowling Village Blvd. (L) Rte. #146A - Rte. #146 So. (R) Exit to Rte.# 116 (R) Rte. #116 (R) First Entrance to Lincoln Mall (McDonald's) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd. to Rte. #116 (L) Rte. #116 No. (R) "On" Ramp to Rte. #146 So. (R) "Off" ramp to Rte. #246 (R) Rte. #246 (L) Entrance to Twin River (St. Paul St.) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - (R) "On" Ramp to Rte. #146 South - Rte. #146 So. (R) Admiral St Exit (L) Admiral (R) Charles (R) Ashburton - Charles (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton to Stop "B" (L) Dorrance - Dyer-Eddy (L) Blackstone (L) after parking lot and before you go under the bridge to Layover(Sign #40)
- E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #54 WOONSOCKET TO PROVIDENCE, PARK SQUARE, WALMART NO SMITHFIELD; LINCOLN MALL, CCRI, TWIN RIVER\*, PROVIDENCE, KENNEDY PLAZA, RI HOSPITAL
- F - John Cummings Way at Community Care Alliance (Woonsocket) to RI Hospital, Lincoln Mall, CCRI and Twin River via Rte. #146 via John Cummings Way (L) Social (L) Main - (R) So. Main (L) Providence (L) Smithfield Rd. (R) Rte. #146A (L) Dowling Village Blvd. (L) Rte. #146A - Rte. #146 So. (R) Exit to Rte. #116 (R) Rte. #116 (R) First Entrance to Lincoln Mall (McDonald's) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd. to Rte. #116 (L) Rte. #116 No. (R) "On" Ramp to Rte. #146 So. (R) Rte. #246 So.(OPERATE EXPRESS TO CCRI, NO DROP OFF OR PICK UP ALONG 246) (R) Enter and Exit Community College of RI Grounds Rd. (R) Rte. #246 (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - (R) "On" Ramp to Rte. #146 South - Rte. #146 So. - (R) Admiral St Exit (L) Admiral (R) Charles (R) Ashburton - Charles (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton to Stop "B" (L) Dorrance - Dyer-Eddy (L) Blackstone (L) after parking lot and before you go under the bridge to Layover (Sign #40)
- G - Rhode Island Hospital, Kennedy Plaza - Stop "G" to John Cummings Way at Community Care Alliance (Woonsocket), Walmart, Lincoln Mall and also Twin River via Layover (R) Eddy - Dyer (L) Dorrance (R) Washington -Stop "G" (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No. Main (L) Charles (L) "On" Ramp to Rte. #146 (L) Rte. #146 North (R) "Off" Ramp to Twin River Rd. (R) Twin River Rd. (L) Rte. #246 South (Louisquisset Pike) (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (L) Rte. #246 (R) Twin River Rd. (L) "On" Ramp to Rte. #146 No.(R) "Off Ramp to Rte.#116 (R) Rte.#116 So (R) First entrance to Lincoln Mall (McDonalds) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd to Rte. #116 (L) Rte. #116 No (L) "On" Ramp to Rte. #146 No. - Rte. #146 No (R) Dowling Village Rd. (R) Rte #146A - Smithfield Rd. (R) Providence St. (R) So. Main - Main - Clinton (L) John Cummings Way. (Sign #124)
- H - Elmwood Garage to RI Hospital via (L) Elmwood (L) "On Ramp" to Rte. #10 North - Rte. #10 North (R) "On Ramp" to Rte. #95 North - Rte. #95 North to Rte. #195 East (R) India St. Exit (R) So. Main (L) Point (L) Eddy to nearside RI Hospital Driveway - (Sign #286)
- I - Garage to John Cummings Way at Community Care Alliance (Woonsocket) via (L) Elmwood (L) Rte. #10 (R) Rte. #95 North - Rte. #146 - Rte. #146A (R) Park (L) Bernon (R) Truman Dr. (By-Pass) (L) Court (R) Clinton (L) John Cummings Way to Community Care Alliance (OPERATE LOCAL FROM PARK SQUARE ON PULL OUT AND PICK UP PASSENGERS AS NEEDED) (Sign #286)
- J - John Cummings Way at Community Care Alliance (Woon.) to Garage via (L) Social (L) Main to High (L) Bernon (R) Greene (R) Park (L) Rte. #146A - Rte. #146 South (R) "On" Ramp to Rte. #295 So.- Rte. #295 So. (R) "On" Ramp to Rte. #6 East - Rte. #6 East (R) "On" Ramp to Rte. #10 So. - Rte. #10 So. (R) Elmwood Ave. Exit (L) Elmwood Ave. (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)
- K - Rhode Island Hospital to Elmwood Garage via Eddy (L) Thurbers (R) Route #95 South - Route #95 South to Elmwood Ave Exit (R) Elmwood to Garage (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)

Route: 58 Mineral Spring/North Providence  
Garage: elmw elmwood garage  
Direction: Inbound

Block	From	Note	smith field cross	esmond rte.# 44	esmond wtrman esmond	watman gray- stone	by-pass min spr	minral spring dougl	shaws admirl	branch dougl	brve	branch charls	west river corlis	prov staton	provi dence	rhode island hosp	To
58 - 1	( 605a)	F	629a														
58 - 1		B	629aC	634a	636a	638a	641a	648a	651a	653a	654a	658a	701a	707a	710a	714a	
58 - 2	( 705a)	F	729a														
58 - 2		B	729aC	734a	736a	738a	741a	748a	751a	753a	754a	758a	801a	807a	810a	814a	
58 - 1		B	829aC	834a	836a	838a	841a	848a	851a	853a	854a	858a	901a	907a	910a	914a	
58 - 2		B	929aC	934a	936a	938a	941a	948a	951a	953a	954a	958a	1001a	1007a	1010a	1014a	
58 - 1		B	1029aC	1034a	1036a	1038a	1041a	1048a	1051a	1053a	1054a	1058a	1101a	1107a	1110a	1114a	
58 - 2		B	1129aC	1134a	1136a	1138a	1141a	1148a	1151a	1153a	1154a	1158a	1201p	1207p	1210p	1214p	
58 - 1		B	1229pC	1234p	1236p	1238p	1241p	1248p	1251p	1253p	1254p	1258p	101p	107p	110p	114p	
58 - 2		B	129pC	134p	136p	138p	141p	148p	151p	153p	154p	158p	201p	207p	210p	214p	
58 - 1		B	229pC	234p	236p	238p	241p	248p	251p	253p	254p	258p	301p	307p	310p	314p	
58 - 2		B	329pC	334p	336p	338p	341p	348p	351p	353p	354p	358p	401p	407p	410p	414p	
58 - 1		B	429pC	434p	436p	438p	441p	448p	451p	453p	454p	458p	501p	507p	510p	514p	
58 - 2		B	529pC	534p	536p	538p	541p	548p	551p	553p	554p	558p	601p	607p	610p	614p	
58 - 1		B	629pC	634p	636p	638p	641p	648p	651p	653p	654p	658p	701p	707p	710p	714p	

- Notes:
- B - Smithfield Crossings to Shaw's Market- Kennedy Plaza - Fulton - Stop "B" and RI Hospital (SERVICE STOPS AT BARNES & NOBLE & OLD NAVY BEFORE EXITING THE CROSSINGS) via (L) Exit (L) Rte. #44 (L) Esmond St. (R) Waterman (R) Centerdale By Pass (L) Smith (L) Mineral Spring (R) Douglas (R) Enter Shaw's Market follow Service Rd. to front of Shaw's via (L) Service Rd. (R) Douglas (L) Branch (R) Charles (R) Ashburton - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton - Stop "B" (L) Dorrance - Dyer - Eddy to nearside Rhode Island Hospital Driveway (Sign #154)
  - C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #58 KENNEDY PLAZA, ESMOND ST & WATERMAN AVE; CENTERDALE, \*SUNSET & BOURNE; MINERAL SPRING AVE. & DOUGLAS AVE; SHAW'S; BRANCH AVE & DOUGLAS AVE; BRANCH AVE & CHARLES ST; WEST RIVER ST & CORLISS ST; AMTRAK; KENNEDY PLAZA; RHODE ISLAND HOSPITAL
  - F - Garage to Smithfield Crossings via Elmwood (L) "On" Ramp to Rte. #10 - Rte. #10 to (R) Westminster (L) Barton (R) Broadway (L) Tobey -"ON" Ramp to Rte. #10 - Rte. #10 - Rte. #6 West (R) Rte. #295 North (R)Exit # 7b Greenville - Rte.#44 West (R) Enter Smithfield Crossings (R) Perimeter Rd. (L) to Gazebo (Sign #286)

Vehicle schedule: hjan2006 Saturday Scenario: 1 elmwood winter saturday

Route: 58 Mineral Spring/North Providence  
 Garage: elmw elmwood garage  
 Direction: Outbound

Block	From	Note	rhode island hosp	providence	prov staton	west river corlis	branch charls	branch dougls	shaws admirl	minral spring dougls	by-pass min spr	watman gray-stone	esmond wtrman esmond	esmond rte.# 44	smith field cross	To
58 - 1		D	725aE	730a	732a	738a	741a	746a	748a	751a	757a	800a	802a	808a	813a	
58 - 2		D	825aE	830a	832a	838a	841a	846a	848a	851a	857a	900a	902a	908a	913a	
58 - 1		D	925aE	930a	932a	938a	941a	946a	948a	951a	957a	1000a	1002a	1008a	1013a	
58 - 2		D	1025aE	1030a	1032a	1038a	1041a	1046a	1048a	1051a	1057a	1100a	1102a	1108a	1113a	
58 - 1		D	1125aE	1130a	1132a	1138a	1141a	1146a	1148a	1151a	1157a	1200p	1202p	1208p	1213p	
58 - 2		D	1225pE	1230p	1232p	1238p	1241p	1246p	1248p	1251p	1257p	100p	102p	108p	113p	
58 - 1		D	125pE	130p	132p	138p	141p	146p	148p	151p	157p	200p	202p	208p	213p	
58 - 2		D	225pE	230p	232p	238p	241p	246p	248p	251p	257p	300p	302p	308p	313p	
58 - 1		D	325pE	330p	332p	338p	341p	346p	348p	351p	357p	400p	402p	408p	413p	
58 - 2		D	425pE	430p	432p	438p	441p	446p	448p	451p	457p	500p	502p	508p	513p	
58 - 1		D	525pE	530p	532p	538p	541p	546p	548p	551p	557p	600p	602p	608p	613p	
58 - 2		D	625pE	630p	632p	638p	641p	646p	648p	651p	657p	700p	702p	708p	713p	
58 - 2		G													713p	( 732p)
58 - 1		D	725pE	730p	732p	738p	741p	746p	748p	751p	757p	800p	802p	808p	813p	
58 - 1		G													813p	( 832p)

- Notes: D - Rhode Island Hospital - to Kennedy Plaza Stop "G", Shaw's Market and Smithfield Crossings via Eddy (L) Blackstone (L) Allens - Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No. Main - Mill - Charles (L) Branch (R) Douglas (L) Enter Shaw's Market follow Service Rd. to front of Shaw's via (L) Service Rd (L) Douglas (L) Mineral Spring (R) Centredale By-pass (R) Waterman (L) Esmond (R) Putnam Pike (Rte. #44) (R) Smithfield Crossings (R) Perimeter Rd. (L) to Gazebo (Sign #223)
- E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #58 MINERAL SPRING- KENNEDY PLAZA; AMTRAK; BRANCH & DOUGLAS AVENUE; MINERAL SPRING & DOUGLAS AVENUE; SHAW'S; CENTERDALE, ESMOND & WATERMAN; SMITHFIELD CROSSINGS\*
- G - Smithfield Crossings to Elmwood Garage via (L) Exit (L) Rte. #44 (R) Rte. #295 South (R) Rte. #6 East (R) Rte. #10 South - Rte. #10 South (R) "Off Ramp Elmwood Ave (R) Elmwood (Sign #287)

Route: 72 Weeden Street (Central Falls)  
Garage: elmw elmwood garage  
Direction: Inbound

Block	From	Note	slater mill	dexter barton	dexter west hunt	weeden lonsdl	power andrtn	smith field power	walmrt providence	admral chrles	prov staton	provi dence	rhode island hosp	To
72 - 1	( 555a)	F	612a											
72 - 1		B	612aC	617a	621a	626a	631a	636a	641a	643a	648a	650a	654a	
72 - 2	( 624a)	F	641a											
72 - 2		B	641aC	646a	650a	655a	700a	705a	710a	712a	717a	720a	724a	
72 - 3	( 654a)	F	711a											
72 - 3		B	711aC	716a	720a	725a	730a	735a	740a	742a	747a	750a	754a	
72 - 4	( 724a)	F	741a											
72 - 4		B	741aC	746a	750a	755a	800a	805a	810a	812a	817a	820a	824a	
72 - 1		B	811aC	816a	820a	825a	830a	835a	840a	842a	847a	850a	854a	
72 - 2		B	841aC	846a	850a	855a	900a	905a	910a	912a	917a	920a	924a	
72 - 3		B	911aC	916a	920a	925a	930a	935a	940a	942a	947a	950a	954a	
72 - 4		B	941aC	946a	950a	955a	1000a	1005a	1010a	1012a	1017a	1020a	1024a	
72 - 1		B	1011aC	1016a	1020a	1025a	1030a	1035a	1040a	1042a	1047a	1050a	1054a	
72 - 2		B	1041aC	1046a	1050a	1055a	1100a	1105a	1110a	1112a	1117a	1120a	1124a	
72 - 3		B	1111aC	1116a	1120a	1125a	1130a	1135a	1140a	1142a	1147a	1150a	1154a	
72 - 4		B	1141aC	1146a	1150a	1155a	1200p	1205p	1210p	1212p	1217p	1220p	1224p	
72 - 1		B	1211pC	1216p	1220p	1225p	1230p	1235p	1240p	1242p	1247p	1250p	1254p	
72 - 2		B	1241pC	1246p	1250p	1255p	100p	105p	110p	112p	117p	120p	124p	
72 - 3		B	111pC	116p	120p	125p	130p	135p	140p	142p	147p	150p	154p	
72 - 4		B	141pC	146p	150p	155p	200p	205p	210p	212p	217p	220p	224p	
72 - 1		B	211pC	216p	220p	225p	230p	235p	240p	242p	247p	250p	254p	
72 - 2		B	241pC	246p	250p	255p	300p	305p	310p	312p	317p	320p	324p	
72 - 3		B	311pC	316p	320p	325p	330p	335p	340p	342p	347p	350p	354p	
72 - 4		B	341pC	346p	350p	355p	400p	405p	410p	412p	417p	420p	424p	
72 - 1		B	411pC	416p	420p	425p	430p	435p	440p	442p	447p	450p	454p	
72 - 2		B	441pC	446p	450p	455p	500p	505p	510p	512p	517p	520p	524p	
72 - 3		B	511pC	516p	520p	525p	530p	535p	540p	542p	547p	550p	554p	
72 - 4		B	541pC	546p	550p	555p	600p	605p	610p	612p	617p	620p	624p	
72 - 1		B	611pC	616p	620p	625p	630p	635p	640p	642p	647p	650p	654p	
72 - 2		B	641pC	646p	650p	655p	700p	705p	710p	712p	717p	720p	724p	
72 - 3		B	711pC	716p	720p	725p	730p	735p	740p	742p	747p	750p	754p	
72 - 4		B	741pC	746p	750p	755p	800p	805p	810p	812p	817p	820p	824p	
72 - 1		B	811pC	816p	820p	825p	830p	835p	840p	842p	847p	850p	854p	
72 - 2		B	841pC	846p	850p	855p	900p	905p	910p	912p	917p	920p	924p	
72 - 3		B	911pC	916p	920p	925p	930p	935p	940p	942p	947p	950p	954p	

Vehicle schedule: hjan2006 Saturday Scenario: 1 elmwood winter saturday

Route: 72 Weeden Street (Central Falls)  
Garage: elmw elmwood garage  
Direction: Inbound

- Notes: B - Main & Roosevelt (Slater Mill Side) to RI Hospital, Kennedy Plaza - Stop "B" - via Roosevelt (L) Exchange - Goff (R) Dexter (L) W. Hunt (L) Lonsdale (R) Weeden (L) Power (L) Mineral Spring (R) Smithfield - Silver Spring (L) Charles (R) Ashburton - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton Stop "B" (L) Dorrance -Dyer -Eddy (L) Blackstone (L) after parking lot and before the bridge (L) to Layover (Sign #89)
- C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #72 WEEDEN ST., DEXTER ST. & BARTON ST, DEXTER ST & WEST HUNT, MINERAL SPRING & SMITHFIELD AVE., SMITHFIELD AVE. & POWER, WALMART; PROVIDENCE STATION; KENNEDY PLAZA, RI HOSPITAL
- F - Garage to Main & Roosevelt (Slater Mill Side) via (L) Elmwood (L) Rte. #10 (R) Rte. #95 North (R) School St. Exit (L) School (L) Broadway (R) Main (R) Roosevelt (Sign #286)

Route: 72 Weeden Street (Central Falls)  
 Garage: elmw elmwood garage  
 Direction: Outbound

Block	From	Note	rhode island hosp	providence	prov staton	admiral chrles	walrmt providence	smith field power	power andrtn	weeden lonsdl	dexter west hunt	dexter barton	slater mill	To
72 - 1		D	705aE	710a	712a	718a	720a	725a	730a	735a	740a	744a	747a	
72 - 2		D	735aE	740a	742a	748a	750a	755a	800a	805a	810a	814a	817a	
72 - 3		D	805aE	810a	812a	818a	820a	825a	830a	835a	840a	844a	847a	
72 - 4		D	835aE	840a	842a	848a	850a	855a	900a	905a	910a	914a	917a	
72 - 1		D	905aE	910a	912a	918a	920a	925a	930a	935a	940a	944a	947a	
72 - 2		D	935aE	940a	942a	948a	950a	955a	1000a	1005a	1010a	1014a	1017a	
72 - 3		D	1005aE	1010a	1012a	1018a	1020a	1025a	1030a	1035a	1040a	1044a	1047a	
72 - 4		D	1035aE	1040a	1042a	1048a	1050a	1055a	1100a	1105a	1110a	1114a	1117a	
72 - 1		D	1105aE	1110a	1112a	1118a	1120a	1125a	1130a	1135a	1140a	1144a	1147a	
72 - 2		D	1135aE	1140a	1142a	1148a	1150a	1155a	1200p	1205p	1210p	1214p	1217p	
72 - 3		D	1205pE	1210p	1212p	1218p	1220p	1225p	1230p	1235p	1240p	1244p	1247p	
72 - 4		D	1235pE	1240p	1242p	1248p	1250p	1255p	100p	105p	110p	114p	117p	
72 - 1		D	105pE	110p	112p	118p	120p	125p	130p	135p	140p	144p	147p	
72 - 2		D	135pE	140p	142p	148p	150p	155p	200p	205p	210p	214p	217p	
72 - 3		D	205pE	210p	212p	218p	220p	225p	230p	235p	240p	244p	247p	
72 - 4		D	235pE	240p	242p	248p	250p	255p	300p	305p	310p	314p	317p	
72 - 1		D	305pE	310p	312p	318p	320p	325p	330p	335p	340p	344p	347p	
72 - 2		D	335pE	340p	342p	348p	350p	355p	400p	405p	410p	414p	417p	
72 - 3		D	405pE	410p	412p	418p	420p	425p	430p	435p	440p	444p	447p	
72 - 4		D	435pE	440p	442p	448p	450p	455p	500p	505p	510p	514p	517p	
72 - 1		D	505pE	510p	512p	518p	520p	525p	530p	535p	540p	544p	547p	
72 - 2		D	535pE	540p	542p	548p	550p	555p	600p	605p	610p	614p	617p	
72 - 3		D	605pE	610p	612p	618p	620p	625p	630p	635p	640p	644p	647p	
72 - 4		D	635pE	640p	642p	648p	650p	655p	700p	705p	710p	714p	717p	
72 - 1		D	705pE	710p	712p	718p	720p	725p	730p	735p	740p	744p	747p	
72 - 2		D	735pE	740p	742p	748p	750p	755p	800p	805p	810p	814p	817p	
72 - 3		D	805pE	810p	812p	818p	820p	825p	830p	835p	840p	844p	847p	
72 - 4		D	835pE	840p	842p	848p	850p	855p	900p	905p	910p	914p	917p	
72 - 4		G												
72 - 1		D	905pE	910p	912p	918p	920p	925p	930p	935p	940p	944p	947p	( 932p)
72 - 1		G												
72 - 2		D	935pE	940p	942p	948p	950p	955p	1000p	1005p	1010p	1014p	1017p	( 1002p)
72 - 2		G												
72 - 3		D	1005pE	1010p	1012p	1018p	1020p	1025p	1030p	1035p	1040p	1044p	1047p	( 1032p)
72 - 3		G												
72 - 3														( 1102p)

Route: 72 Weeden Street (Central Falls)  
Garage: elmw elmwood garage  
Direction: Outbound

- Notes: D - RI Hospital, Kennedy Plaza - Stop "G" to Main & Roosevelt (Slater Mill Side) - via Layover (R) Eddy -Dyer (L) Dorrance (R) Washington (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No.Main (L) Charles (R) Silver Spring - Smithfield (L) Mineral Spring (R) Power (R) Weeden (L) Lonsdale (R) W. Hunt (R) Dexter (L) Main (L) Roosevelt (Sign #84)
- E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #72 WEEDEN ST., KENNEDY PLAZA, PROVIDENCE STATION, WALMART, SMITHFIELD & POWER, MINERAL SPRING & SMITHFIELD AVE., DEXTER & WEST HUNT; DEXTER & BARTON, MAIN & ROOSEVELT- SLATER MILL
- G - Roosevelt & Main (Slater Mill Side) to Garage via Roosevelt (R) Exchange (R) "ON" Ramp to Rte. #95 So. - Rte. #95 So. (R) Elmwood Ave. Exit (R) Elmwood Ave. (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)



Vehicle schedule: hjan2007 Sunday Scenario: 1 elmwood winter sunday

Route: 3 Warwick-Avenue/Oakland-Beach  
Garage: elmw elmwood garage  
Direction: Inbound

Block	From	Trp route	Note	oakbch subpky	meadow brook	warwic neck barton	west shore beach	warwik west shore	warwic post road	pawtxt bridge	norwod broad	ernst allens	rhode island hosp	provi dence	prov staton	To
4 - 1	( 602a)		J			626a										
4 - 1		4	B			626aC	634a	638a		645a	648a	652a	656a	700a	702a	
3 - 1	( 655a)		K	719a												
3 - 1		3	D	719aE	725a			729a	734a		738a	742a	746a	750a	752a	
4 - 1		4	B			806aC	814a	818a		825a	828a	832a	836a	840a	842a	
3 - 1		3	D	859aE	905a			909a	914a		918a	922a	926a	930a	932a	
4 - 1		4	B			946aC	954a	958a		1005a	1008a	1012a	1016a	1020a	1022a	
3 - 1		3	D	1039aE	1045a			1049a	1054a		1058a	1102a	1106a	1110a	1112a	
4 - 1		4	B			1126aC	1134a	1138a		1145a	1148a	1152a	1156a	1200p	1202p	
3 - 1		3	D	1218pE	1224p			1229p	1234p		1238p	1242p	1246p	1250p	1252p	
4 - 1		4	B			106pC	114p	118p		125p	128p	132p	136p	140p	142p	
3 - 1		3	D	158pE	204p			209p	214p		218p	222p	226p	230p	232p	
4 - 1		4	B			246pC	254p	258p		305p	308p	312p	316p	320p	322p	
3 - 1		3	D	338pE	344p			349p	354p		358p	402p	406p	410p	412p	
4 - 1		4	B			426pC	434p	438p		445p	448p	452p	456p	500p	502p	
3 - 1		3	D	519pE	525p			529p	534p		538p	542p	546p	550p	552p	
4 - 1		4	B			606pC	614p	618p		625p	628p	632p	636p	640p	642p	
3 - 1		3	D	659pE	705p			709p	714p		718p	722p	726p	730p	732p	

- Notes: B - Warwick Terminus (Warwick Neck & Barton Aves.) to Kennedy Plaza Stop "G" and Providence Train Station via (R) Meadow View (L) Warwick Neck (R) Samuel Gorton (L) Long Meadow (L) Tidewater (R) West Shore Rd. (R) Warwick (R) Narragansett Parkway - Broad St. (Pawtuxet) (R) Norwood (L) Narragansett Blvd. - Allens Ave. (L) Blackstone (R) after the bridge and before the parking lot thru to the layover (R) Eddy -Dyer (L) Dorrance (R) Washington - Stop - "G" (L) Exchange (R) Stillman (Sign #10)
- C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #4 PROVIDENCE VIA WEST SHORE RD. & BEACH AVE., WARWICK AVE & WEST SHORE RD, BROAD ST. & NORWOOD AVE., RI HOSPITAL, KENNEDY PLAZA, PROVIDENCE STATION
- D - Oakland Beach Terminus (Oakland Beach Ave. & Suburban Pkwy.) to Kennedy Plaza - Stop - "G" and Providence Train Station, RI Hospital via Oakland Beach Ave. - Warwick (R) Norwood (L) Narragansett Blvd. - Allens Ave. (L) Blackstone (R) after the bridge and before the parking lot thru to layover (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Stillman (Sign #75)
- E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #3 PROVIDENCE VIA WARWICK AVE.,\* WARWICK AVE. & WEST SHORE RD ;WARWICK AVE. & POST RD., BROAD ST. & NORWOOD AVE., RI HOSPITAL, KENNEDY PLAZA, PROVIDENCE STATION
- J - Garage to Warwick Terminus via (L) Elmwood (L) Park (R) Warwick - Straight at Hoxie Four Corners - then Bear Left by Stop & Shop-(Stay on Warwick Ave.) - Pass Hendricken High School (L) West Shore Rd. (R) Warwick Neck Ave. (Start Operating Local at Meadowbrook Plaza) (Sign #286)
- K - Garage to Oakland Beach Terminus via (L) Elmwood (L) Park (R) Warwick (R) Oakland Beach Ave. to Suburban Parkway (Sign #286)

Route: 51 Charles Street  
 Garage: elmw elmwood garage  
 Direction: - Outbound

Block	From	Note	twin river	minral spring charls	charls branch	admral chrles	prov staton	provi dence	rhode island hosp	rhode island hosp	provi dence	prov staton	admral chrles	charls branch	minral spring charls	twin river	Note	To
51 - 2	( 640a)	G							656a	656aC	700a	702a	707a	710a	714a	719a	B	
51 - 1	( 633a)	H	650a															
51 - 1		D	650a	655a	659a	702a	707a	710a	715a									54
54 - 1	54									756aC	800a	802a	807a	810a	814a	819a	B	
51 - 2		E	750aF	755a	759a	802a	807a	810a	815a									54
51 - 3	54									856aC	900a	902a	907a	910a	914a	919a	B	
54 - 1		E	850aF	855a	859a	902a	907a	910a	915a									54
51 - 1	54									956aC	1000a	1002a	1007a	1010a	1014a	1019a	B	
51 - 3		E	950aF	955a	959a	1002a	1007a	1010a	1015a									54
51 - 2	54									1056aC	1100a	1102a	1107a	1110a	1114a	1119a	B	
51 - 1		E	1050aF	1055a	1059a	1102a	1107a	1110a	1115a									54
54 - 1	54									1156aC	1200p	1202p	1207p	1210p	1214p	1219p	B	
51 - 2		E	1150aF	1155a	1159a	1202p	1207p	1210p	1215p									54
51 - 3	54									1256pC	100p	102p	107p	110p	114p	119p	B	
54 - 1		E	1250pF	1255p	1259p	102p	107p	110p	115p									54
51 - 1	54									156pC	200p	202p	207p	210p	214p	219p	B	
51 - 3		E	150pF	155p	159p	202p	207p	210p	215p									54
51 - 2	54									256pC	300p	302p	307p	310p	314p	319p	B	
51 - 1		E	250pF	255p	259p	302p	307p	310p	315p									54
54 - 1	54									356pC	400p	402p	407p	410p	414p	419p	B	
51 - 2		E	350pF	355p	359p	402p	407p	410p	415p									54
51 - 3	54									456pC	500p	502p	507p	510p	514p	519p	B	
54 - 1		E	450pF	455p	459p	502p	507p	510p	515p									54
51 - 1	54									556pC	600p	602p	607p	610p	614p	619p	B	
51 - 3		E	550pF	555p	559p	602p	607p	610p	615p									54
51 - 2	54									656pC	700p	702p	707p	710p	714p	719p	B	
51 - 1		E	650pF	655p	659p	702p	707p	710p	715p									54
54 - 1	54									756pC	800p	802p	807p	810p	814p	819p	B	
51 - 2		E	750pF	755p	759p	802p	807p	810p	815p									54
51 - 3	54									856pC	900p	902p	907p	910p	914p	919p	B	
54 - 1		E	850pF	855p	859p	902p	907p	910p	915p									54
51 - 1	54									956pC	1000p	1002p	1007p	1010p	1014p	1019p	B	
51 - 1																1019p	I	( 1034p)
51 - 3		E	950pF	955p	959p	1002p	1007p	1010p	1015p									54

Route: 51 Charles Street  
 Garage: elmw elmwood garage  
 Direction: - Outbound

- Notes:
- B - RI Hospital, Washington St - Stop "B" to Twin River via Charles via Layover (R) Eddy - Dyer (L) Dorrance (L) Washington (L) Exchange (R) Park Row West - Park Row (L) No. Main - Charles - Rte. #246 (L) Entrance to Twin River (Perimeter Rd.) (R) Driveway to South Entrance pick up and drop off at Bus Stop (Sign #79)
  - C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #51 CHARLES- KENNEDY PLAZA ,PROVIDENCE STATION, CHARLES & SILVER SPRING STREETS, CHARLES & BRANCH, CHARLES & MINERAL SPRING, TWIN RIVER; CCRI LINCOLN
  - D - Twin River to RI Hospital Kennedy Plaza - Stop "B" via Immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton Stop "B" (L) Dorrance (R) Dyer Eddy (L) Blackstone (L) after parking lot and before you go under the bridge to Layover Sign #12
  - E - Twin River to Kennedy Plaza - Washington - Stop "G" via Immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (L) Exchange Terrace (L) Dorrance (L) Washington - Stop "G" (Sign #12)
  - F - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #51 CHARLES - TWIN RIVER; MINERAL SPRING AVENUE & CHARLES ST, CHARLES & BRANCH, CHARLES & SILVER SPRING; PROVIDENCE STATION, KENNEDY PLAZA, RI HOSPITAL
  - G - Elmwood Garage to RI Hospital via (L) Elmwood (L) "On Ramp" to Rte. #10 North - Rte. #10 North (R) "On Ramp" to Rte. #95 North - Rte. #95 North to Rte. #195 East (R) India St. Exit (R) So. Main (L) Point (L) Eddy to nearside RI Hospital Driveway - (Sign #286)
  - H - Garage to Twin River via (L) Elmwood (L) Rte. #10 (R) "On" Ramp to Rte. #95 North - Rte. #95 North (R) "On" Ramp to Rte. #146 North - Rte. #146 North (R) Exit to Twin River Rd. (R) Twin River (R) Around Rotary into Twin River follow perimeter Rd. to (L) Driveway to South Entrance to Bus Stop (Sign #286)
  - I - Twin River to Elmwood Garage take immediate Left to exit driveway (R) Perimeter Rd. (R) Twin River (R) "On" ramp onto Rt. #146 S. Rte. #146 S to Rte. #95 S (R) Elmwood Ave exit (R) Elmwood (Sign #287)

Route: 54 Lincoln/Woonsocket  
Garage: elmw elmwood garage  
Direction: - Outbound

Block	From	Note	john cumngs cca	main city lot	park 146A	walmrt north smithf	lincln mall	twin river	prov staton	provi dence	rhode island hosp	rhode island hosp	provi dence	prov staton	twin river	lincln mall	walmrt north smithf	park 146A	john cumngs cca	Note	To	
51 - 3	( 610a)	F									626a	626aC	630a	632a	644a	656a	707a	711a	720a	B		
51 - 1	51											726aC	730a	732a	744a	756a	807a	811a	820a	B		
54 - 1	( 614a)	G	648a																			
54 - 1		D	650aE	652a	657a	702a	712a	725a	737a	740a	745a											
51 - 2	51											826aC	830a	832a	844a	856a	907a	911a	920a	B	51	
51 - 3		D	750aE	752a	757a	802a	812a	825a	837a	840a	845a											
54 - 1	51											926aC	930a	932a	944a	956a	1007a	1011a	1020a	B	51	
51 - 1		D	850aE	852a	857a	902a	912a	925a	937a	940a	945a											
51 - 3	51											1026aC	1030a	1032a	1044a	1056a	1107a	1111a	1120a	B	51	
51 - 2		D	950aE	952a	957a	1002a	1012a	1025a	1037a	1040a	1045a											
51 - 1	51											1126aC	1130a	1132a	1144a	1156a	1207p	1211p	1220p	B	51	
54 - 1		D	1050aE	1052a	1057a	1102a	1112a	1125a	1137a	1140a	1145a											
51 - 2	51											1226pC	1230p	1232p	1244p	1256p	107p	111p	120p	B	51	
51 - 3		D	1150aE	1152a	1157a	1202p	1212p	1225p	1237p	1240p	1245p											
54 - 1	51											126pC	130p	132p	144p	156p	207p	211p	220p	B	51	
51 - 1		D	1250pE	1252p	1257p	102p	112p	125p	137p	140p	145p											
51 - 3	51											226pC	230p	232p	244p	256p	307p	311p	320p	B	51	
51 - 2		D	150pE	152p	157p	202p	212p	225p	237p	240p	245p											
51 - 1	51											326pC	330p	332p	344p	356p	407p	411p	420p	B	51	
54 - 1		D	250pE	252p	257p	302p	312p	325p	337p	340p	345p											
51 - 2	51											426pC	430p	432p	444p	456p	507p	511p	520p	B	51	
51 - 3		D	350pE	352p	357p	402p	412p	425p	437p	440p	445p											
54 - 1	51											526pC	530p	532p	544p	556p	607p	611p	620p	B	51	
51 - 1		D	450pE	452p	457p	502p	512p	525p	537p	540p	545p											
51 - 3	51											626pC	630p	632p	644p	656p	707p	711p	720p	B	51	
51 - 2		D	550pE	552p	557p	602p	612p	625p	637p	640p	645p											
51 - 1	51											726pC	730p	732p	744p	756p	807p	811p	820p	B	51	
54 - 1		D	650pE	652p	657p	702p	712p	725p	737p	740p	745p											
51 - 2	51											826pC	830p	832p	844p	856p	907p	911p	920p	B	51	
51 - 3		D	750pE	752p	757p	802p	812p	825p	837p	840p	845p											
54 - 1	51											926pC	930p	932p	944p	956p	1007p	1011p	1020p	B	51	
51 - 1		D	850pE	852p	857p	902p	912p	925p	937p	940p	945p											
51 - 3	51											1026pC	1030p	1032p	1044p	1056p	1107p	1111p	1120p	B	51	
51 - 3																			1123p	H	( 1157p)	
51 - 2		D	950pE	952p	957p	1002p	1012p	1025p	1037p	1040p	1045p	1045p									I	( 1055p)
54 - 1		D	1050pE	1052p	1057p	1102p	1112p	1125p	1137p	1140p	1145p	1145p									I	( 1155p)

Route: 54 Lincoln/Woonsocket  
Garage: elmw elmwood garage  
Direction: - Outbound

- B - RI Hospital, Kennedy Plaza - Stop "G" to John Cummings Way at Community Care Alliance (Woonsocket), also Twin River, CCRI & Lincoln Mall - via Layover (R) Eddy - Dyer (L) Dorrance (R) Washington - Stop "G" (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No. Main (L) Charles (L) "On" Ramp to Rte. #146 (L) Rte. #146 North (R) "Off" Ramp to Twin River Rd. (R) Twin River Rd. (L) Rte. #246 South (Louisquisset Pike) (R) Entrance to Twin River (St. Paul St) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (L) Rte. #246 (L) Enter & Exit Community College of RI Grounds (L) Rte. #246 (R) Jenckes Hill - Breakneck Hill Rd. (R) "On" Ramp to Rte. #146 No. - Rte. #146 No. (R) "Off Ramp to Rte.#116 (R) Rte.#116 So (R) First entrance to Lincoln Mall (McDonalds) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd to Rte. #116 (L) Rte. #116 No (L) "On" Ramp to Rte. #146 No. - Rte. #146 No. (R) Dowling Village Rd. (R) Rte #146A - Smithfield Rd. (R) Providence St. (R) So. Main - Main - Clinton (L) John Cummings Way to Community Care Alliance. (Sign #124)
- C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #54 CCRI- LINCOLN MALL- WOONSOCKET, PROVIDENCE STATION, KENNEDY PLAZA, TWIN RIVER, CCRI, LINCOLN MALL, PARK SQUARE, WALMART NO SMITHFIELD; COMMUNITY CARE ALLIANCE
- D - John Cummings Way at Community Care Alliance (Woonsocket) to RI Hospital ,Kennedy Plaza - Stop "B", Lincoln Mall, and Twin River via Rte. #146 via John Cummings Way (L) Social (L) Main - (R) So. Main (L) Providence (L) Smithfield Rd. (R) Rte. #146A (R) Rte. #146A (L) Dowling Village Blvd. (L) Rte. #146A - Rte. #146 So. (R) Exit to Rte.# 116 (R) Rte. #116 (R) First Entrance to Lincoln Mall (McDonald's) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd. to Rte. #116 (L) Rte. #116 No. (R) "On" Ramp to Rte. #146 So. (R) "Off" ramp to Rte. #246 (R) Rte. #246 (L) Entrance to Twin River (St. Paul St.) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - (R) "On" Ramp to Rte. #146 South - Rte. #146 So. (R) Admiral St Exit (L) Admiral (R) Charles (R) Ashburton - Charles (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton to Stop "B" (L) Dorrance - Dyer-Eddy (L) Blackstone (L) after parking lot and before you go under the bridge to Layover(Sign #40)
- E - Main Street (Municipal Parking Lot) to Kennedy Plaza - Washington St - Stop "G", Lincoln Mall, and Twin River via Rte. #146 via Main (R) So. Main (L) Providence (L) Smithfield Rd. (R) Rte. #146A (R) Rte. #146A (L) Dowling Village Blvd. (L) Rte. #146A - Rte. #146 So. (R) Exit to Rte.# 116 (R) Rte. #116 (R) First Entrance to Lincoln Mall (McDonald's) (L) in Front of Stores - PICK UP PASSENGERS IN FRONT OF STOP & SHOP - CONTINUE TO TARGET - then (L) Service Rd. to Rte. #116 (L) Rte. #116 No. (R) "On" Ramp to Rte. #146 So. (R) "Off" ramp to Rte. #246 (R) Rte. #246 (L) Entrance to Twin River (St. Paul St.) (R) Driveway to South Entrance pick up and drop off at Bus Stop take immediate Left to exit driveway (L) Perimeter Rd. (R) Rte. #246 - (R) "On" Ramp to Rte. #146 South - Rte. #146 So. - Rte. #95 So. (R) Exit 22A Downtown Providence- Memorial (R) Exchange (R) Exchange Terrace drop off at "X" Stop as requested (L) Dorrance (L) Washington - Stop "G" (Sign #125)
- F - Elmwood Garage to RI Hospital via (L) Elmwood (L) "On Ramp" to Rte. #10 North - Rte. #10 North (R) "On Ramp" to Rte. #95 North - Rte. #95 North to Rte. #195 East (R) India St. Exit (R) So. Main (L) Point (L) Eddy to nearside RI Hospital Driveway - (Sign #286)
- G - Garage to John Cummings Way at Community Care Alliance (Woonsocket) via (L) Elmwood (L) Rte. #10 (R) Rte. #95 North - Rte. #146 - Rte. #146A (R) Park (L) Bernon (R) Truman Dr. (By-Pass) (L) Court (R) Clinton (L) John Cummings Way to Community Care Alliance (OPERATE LOCAL FROM PARK SQUARE ON PULL OUT AND PICK UP PASSENGERS AS NEEDED) (Sign #286)
- H - John Cummings Way at Community Care Alliance (Woon.) to Garage via (L) Social (L) Main to High (L) Bernon (R) Greene (R) Park (L) Rte. #146A - Rte. #146 South (R) "On" Ramp to Rte. #295 So.- Rte. #295 So. (R) "On" Ramp to Rte. #6 East - Rte. #6 East (R) "On" Ramp to Rte. #10 So. - Rte. #10 So. (R) Elmwood Ave. Exit (L) Elmwood Ave. (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)
- I - Rhode Island Hospital to Elmwood Garage via Eddy (L) Thurbers (R) Route #95 South - Route #95 South to Elmwood Ave Exit (R) Elmwood to Garage (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)

Route: 72 Weeden Street (Central Falls)  
 Garage: elmw elmwood garage  
 Direction: Inbound

Block	From	Note	slater mill	dexter barton	dexter west hunt	weeden lonsdl	power andrtn	smith field power	walmrt providence	admral chrles	prov staton	provi dence	rhode island hosp	To
72 - 1	( 633a)	F	650a											
72 - 1		B	650aC	654a	657a	701a	706a	710a	715a	717a	722a	725a	730a	
72 - 3	( 703a)	F	720a											
72 - 3		B	720aC	724a	727a	731a	736a	740a	745a	747a	752a	755a	800a	
72 - 4	( 733a)	F	750a											
72 - 4		B	750aC	754a	757a	801a	806a	810a	815a	817a	822a	825a	830a	
72 - 2		B	820aC	824a	827a	831a	836a	840a	845a	847a	852a	855a	900a	
72 - 1		B	850aC	854a	857a	901a	906a	910a	915a	917a	922a	925a	930a	
72 - 3		B	920aC	924a	927a	931a	936a	940a	945a	947a	952a	955a	1000a	
72 - 4		B	950aC	954a	957a	1001a	1006a	1010a	1015a	1017a	1022a	1025a	1030a	
72 - 2		B	1020aC	1024a	1027a	1031a	1036a	1040a	1045a	1047a	1052a	1055a	1100a	
72 - 1		B	1050aC	1054a	1057a	1101a	1106a	1110a	1115a	1117a	1122a	1125a	1130a	
72 - 3		B	1120aC	1124a	1127a	1131a	1136a	1140a	1145a	1147a	1152a	1155a	1200p	
72 - 4		B	1150aC	1154a	1157a	1201p	1206p	1210p	1215p	1217p	1222p	1225p	1230p	
72 - 2		B	1220pC	1224p	1227p	1231p	1236p	1240p	1245p	1247p	1252p	1255p	100p	
72 - 1		B	1250pC	1254p	1257p	101p	106p	110p	115p	117p	122p	125p	130p	
72 - 3		B	120pC	124p	127p	131p	136p	140p	145p	147p	152p	155p	200p	
72 - 4		B	150pC	154p	157p	201p	206p	210p	215p	217p	222p	225p	230p	
72 - 2		B	220pC	224p	227p	231p	236p	240p	245p	247p	252p	255p	300p	
72 - 1		B	250pC	254p	257p	301p	306p	310p	315p	317p	322p	325p	330p	
72 - 3		B	320pC	324p	327p	331p	336p	340p	345p	347p	352p	355p	400p	
72 - 4		B	350pC	354p	357p	401p	406p	410p	415p	417p	422p	425p	430p	
72 - 2		B	420pC	424p	427p	431p	436p	440p	445p	447p	452p	455p	500p	
72 - 1		B	450pC	454p	457p	501p	506p	510p	515p	517p	522p	525p	530p	
72 - 3		B	520pC	524p	527p	531p	536p	540p	545p	547p	552p	555p	600p	
72 - 4		B	550pC	554p	557p	601p	606p	610p	615p	617p	622p	625p	630p	
72 - 2		B	620pC	624p	627p	631p	636p	640p	645p	647p	652p	655p	700p	
72 - 1		B	650pC	654p	657p	701p	706p	710p	715p	717p	722p	725p	730p	
72 - 3		B	720pC	724p	727p	731p	736p	740p	745p	747p	752p	755p	800p	

Notes: B - Main & Roosevelt (Slater Mill Side) to RI Hospital, Kennedy Plaza - Stop "B" - via Roosevelt (L) Exchange - Goff (R) Dexter (L) W. Hunt (L) Lonsdale (R) Weeden (L) Power (L) Mineral Spring (R) Smithfield - Silver Spring (L) Charles (R) Ashburton - Charles - Canal (R) Park Row West (L) Park Row West (L) Exchange (R) Fulton Stop "B" (L) Dorrance -Dyer -Eddy (L) Blackstone (L) after parking lot and before the bridge (L) to Layover (Sign #89)  
 C - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #72 WEEEDEN ST., DEXTER ST. & BARTON ST, DEXTER ST & WEST HUNT, MINERAL SPRING & SMITHFIELD AVE., SMITHFIELD AVE. & POWER, WALMART; PROVIDENCE STATION; KENNEDY PLAZA, RI HOSPITAL  
 F - Garage to Main & Roosevelt (Slater Mill Side) via (L) Elmwood (L) Rte. #10 (R) Rte. #95 North (R) School St. Exit (L) School (L) Broadway (R) Main (R) Roosevelt (Sign #286)

Route: 72 Weeden Street (Central Falls)  
 Garage: elmw elmwood garage  
 Direction: Outbound

Block	From	Note	rhode island hosp	providence	prov staton	admral chrles	walmrt providence	smith field power	power andrtn	weeden lonsdl	dexter west hunt	dexter barton	slater mill	To
72 - 2	( 655a)	G	711a											
72 - 2		D	711aE	715a	717a	722a	724a	729a	733a	738a	742a	745a	748a	
72 - 1		D	741aE	745a	747a	752a	754a	759a	803a	808a	812a	815a	818a	
72 - 3		D	811aE	815a	817a	822a	824a	829a	833a	838a	842a	845a	848a	
72 - 4		D	841aE	845a	847a	852a	854a	859a	903a	908a	912a	915a	918a	
72 - 2		D	911aE	915a	917a	922a	924a	929a	933a	938a	942a	945a	948a	
72 - 1		D	941aE	945a	947a	952a	954a	959a	1003a	1008a	1012a	1015a	1018a	
72 - 3		D	1011aE	1015a	1017a	1022a	1024a	1029a	1033a	1038a	1042a	1045a	1048a	
72 - 4		D	1041aE	1045a	1047a	1052a	1054a	1059a	1103a	1108a	1112a	1115a	1118a	
72 - 2		D	1111aE	1115a	1117a	1122a	1124a	1129a	1133a	1138a	1142a	1145a	1148a	
72 - 1		D	1141aE	1145a	1147a	1152a	1154a	1159a	1203p	1208p	1212p	1215p	1218p	
72 - 3		D	1211pE	1215p	1217p	1222p	1224p	1229p	1233p	1238p	1242p	1245p	1248p	
72 - 4		D	1241pE	1245p	1247p	1252p	1254p	1259p	103p	108p	112p	115p	118p	
72 - 2		D	111pE	115p	117p	122p	124p	129p	133p	138p	142p	145p	148p	
72 - 1		D	141pE	145p	147p	152p	154p	159p	203p	208p	212p	215p	218p	
72 - 3		D	211pE	215p	217p	222p	224p	229p	233p	238p	242p	245p	248p	
72 - 4		D	241pE	245p	247p	252p	254p	259p	303p	308p	312p	315p	318p	
72 - 2		D	311pE	315p	317p	322p	324p	329p	333p	338p	342p	345p	348p	
72 - 1		D	341pE	345p	347p	352p	354p	359p	403p	408p	412p	415p	418p	
72 - 3		D	411pE	415p	417p	422p	424p	429p	433p	438p	442p	445p	448p	
72 - 4		D	441pE	445p	447p	452p	454p	459p	503p	508p	512p	515p	518p	
72 - 2		D	511pE	515p	517p	522p	524p	529p	533p	538p	542p	545p	548p	
72 - 1		D	541pE	545p	547p	552p	554p	559p	603p	608p	612p	615p	618p	
72 - 3		D	611pE	615p	617p	622p	624p	629p	633p	638p	642p	645p	648p	
72 - 4		D	641pE	645p	647p	652p	654p	659p	703p	708p	712p	715p	718p	
72 - 4		H											718p	( 733p)
72 - 2		D	711pE	715p	717p	722p	724p	729p	733p	738p	742p	745p	748p	
72 - 2		H											748p	( 803p)
72 - 1		D	741pE	745p	747p	752p	754p	759p	803p	808p	812p	815p	818p	
72 - 1		H											818p	( 833p)
72 - 3		D	811pE	815p	817p	822p	824p	829p	833p	838p	842p	845p	848p	
72 - 3		H											848p	( 903p)

- Notes: D - RI Hospital, Kennedy Plaza - Stop "G" to Main & Roosevelt (Slater Mill Side) - via Layover (R) Eddy -Dyer (L) Dorrance (R) Washington (L) Exchange (R) Park Row West (R) Park Row West - Park Row (L) No.Main (L) Charles (R) Silver Spring - Smithfield (L) Mineral Spring (R) Power (R) Weeden (L) Lonsdale (R) W. Hunt (R) Dexter (L) Main (L) Roosevelt (Sign #84)
- E - ADA ANNOUNCEMENTS: ANNOUNCE ROUTE #72 WEEDEN ST., KENNEDY PLAZA, PROVIDENCE STATION, WALMART, SMITHFIELD & POWER, MINERAL SPRING & SMITHFIELD AVE., DEXTER & WEST HUNT; DEXTER & BARTON, MAIN & ROOSEVELT- SLATER MILL
- G - Elmwood Garage to RI Hospital via (L) Elmwood (L) "On Ramp" to Rte. #10 North - Rte. #10 North (R) "On Ramp" to Rte. #95 North - Rte. #95 North to Rte. #195 East (R) India St. Exit (R) So. Main (L) Point (L) Eddy to nearside RI Hospital Driveway - (Sign #286)
- H - Roosevelt & Main (Slater Mill Side) to Garage via Roosevelt (R) Exchange (R) "ON" Ramp to Rte. #95 So. - Rte. #95 So. (R) Elmwood Ave. Exit (R) Elmwood Ave. (Sign #287) (Passengers may ride back to the Garage. (ISSUE A FREE TRANSFER)

# APPENDIX C



**WEEKDAY CURRENT SERVICE (FALL 2019)**

Route	Inbound		Outbound		Frequency				Vehicle Statistics			Vehicle Req.	
	Span 1st Trip	Span Last Trip	Span 1st Trip	Span Last Trip	AM Peak	Mid-day	PM Peak	After 7PM	Service Hours	Service Miles	# Trips	AM	PM
3 Oakland Beach	5:13am	8:11pm	6:07am	7:17pm	40	70	40	90	20.35	361	34	2.5	3
4 Warwick Ave	5:31am	7:38pm	5:47am	8:02pm	40	70	40	90	20.94	419	33	2.5	3
51 Charles / Twin River / CCRI	5:30am	10:15pm	6:10am	10:40pm	30	30	30	60	25.34	447	61	3	3
54 Lincoln / Woonsocket	5:16am	12:00am	5:55am	11:55pm	30	30	30	60	61.9	1374	69	4	4
58 Mineral Spring / North Providence	6:10am	6:11pm	6:02am	7:02pm	60	60	60	NA	23.75	359	31	2	2
62 URI / CCRI	5:56am	6:01pm	6:40am	6:45pm	60	60	60	NA	42.12	1415	26	3	3
72 Weeden / Central Falls	5:25am	6:55pm	6:00am	7:30pm	30	30	30	NA	32.94	433	54	3	3

**WEEKDAY ENHANCED DOWNTOWN TRANSIT CONNECTOR SERVICE (WINTER 2020)**

Route	Inbound		Outbound		Frequency				Vehicle Statistics			Vehicle Req.	
	Span 1st Trip	Span Last Trip	Span 1st Trip	Span Last Trip	AM Peak	Mid-day	PM Peak	After 7PM	Service Hours	Service Miles	# Trips	AM	PM
3 Oakland Beach	5:03am	8:59pm	6:08am	9:28pm	40	40	40	80	30.68	519	57	2.5	3
4 Warwick Ave	5:21am	9:43pm	5:48am	10:08pm	40	40	40	80	30.62	596	46	2.5	3
51 Charles / Twin River / CCRI	5:22am	10:22pm	6:04am	10:24pm	30	30	30	40	33.26	552	65	3	3
54 Lincoln / Woonsocket	5:16am	12:14am	5:54am	12:14am	30	30	30	40	66.96	1446	72	5	5
58 Mineral Spring / North Providence	5:43am	7:43pm	5:42am	7:42pm	60	60	60	60	27.88	386	46	2	2
62 URI / CCRI	5:56am	6:01pm	6:40am	6:45pm	60	60	60	NA	42.12	1415	26	3	3
72 Weeden / Central Falls	5:07am	10:42pm	5:39am	11:19pm	20	20	20	40	67.16	881	96	6	6

**SATURDAY CURRENT SERVICE (FALL 2019)**

Route	Inbound		Outbound		Frequency		Vehicle Statistics			Vehicle Req.	
	Span 1st Trip	Span Last Trip	Span 1st Trip	Span Last Trip	All Day	After 7PM	Service Hours	Service Miles	# Trips	AM	PM
3 Oakland Beach	6:01am	5:41pm	6:37am	8:05pm	100	NA	9.92	185	17	1	1
4 Warwick Ave	6:50am	6:30pm	7:27am	7:07pm	100	NA	9.34	203	16	1	1
51 Charles / Twin River / CCRI	6:18am	9:47pm	6:40am	10:10pm	30	60	21.26	352	57	2	2
54 Lincoln / Woonsocket	6:29am	10:59pm	6:40am	9:55pm	45	60	40.08	891	45	3	3
*58 Mineral Spring / North Providence	6:57am	5:57pm	7:23am	6:23pm	60	NA	9.8	167	24	1	1
62 URI / CCRI	No Service										
72 Weeden / Central Falls	6:20am	6:19pm	7:00am	7:00pm	45	NA	21.52	272	34	2	2

**SATURDAY ENHANCED DOWNTOWN TRANSIT CONNECTOR SERVICE (WINTER 2020)**

Route	Inbound		Outbound		Frequency		Vehicle Statistics			Vehicle Req.	
	Span 1st Trip	Span Last Trip	Span 1st Trip	Span Last Trip	All Day	After 7PM	Service Hours	Service Miles	# Trips	AM	PM
3 Oakland Beach	6:16am	8:27pm	6:16am	7:06pm	70	70	15.62	279	25	1	1
4 Warwick Ave	6:50am	7:40pm	7:02am	7:52pm	70	70	15	311	24	1	1
51 Charles / Twin River / CCRI	6:15am	9:44pm	6:50am	10:20pm	30	30	28.66	518	64	3	3
54 Lincoln / Woonsocket	6:33am	11:13pm	6:50am	11:30pm	50	50	38.54	849	42	3	3
*58 Mineral Spring / North Providence	6:29am	6:29pm	7:25am	7:25pm	60	60	20.15	301	26	2	2
62 URI / CCRI	No Service										
72 Weeden / Central Falls	6:12am	9:11pm	7:05am	10:05pm	30	30	43.9	569	62	4	4

\* Rte. 58 Service was extended north to Smithfield Crossings. Previous service terminated at Sunset & Bourne (Shorter trips)

### SUNDAY CURRENT SERVICE (FALL 2019)

Route	Inbound		Outbound		Frequency		Vehicle Statistics			Vehicle Req.	
	Span 1st Trip	Span Last Trip	Span 1st Trip	Span Last Trip	All Day	After 7PM	Service Hours	Service Miles	# Trips	AM	PM
3 Oakland Beach	7:47am	5:47pm	8:20am	6:20pm	100	100	7.48	153	14	1	1
4 Warwick Ave	6:54am	4:54pm	7:30am	5:30pm	100	100	8.16	178	14	1	1
51 Charles / Twin River / CCRI	6:33am	9:33pm	7:10am	10:10pm	60	60	10.4	183	32	1	1
54 Lincoln / Woonsocket	7:17am	11:05pm	6:55am	9:55pm	60	60	30.04	708	36	3	3
58 Mineral Spring / North Providence							No Service				
62 URI / CCRI							No Service				
72 Weeden / Central Falls	7:53am	6:23pm	8:30am	7:00pm	45	NA	17	240	30	2	2

### SUNDAY ENHANCED DOWNTOWN TRANSIT CONNECTOR SERVICE (WINTER 2020)

Route	Inbound		Outbound		Frequency		Vehicle Statistics			Vehicle Req.	
	Span 1st Trip	Span Last Trip	Span 1st Trip	Span Last Trip	All Day	After 7PM	Service Hours	Service Miles	# Trips	AM	PM
3 Oakland Beach	7:19am	6:59pm	7:57am	7:37pm	100	100	9.18	179	16	1	1
4 Warwick Ave	6:26am	6:06pm	7:07am	6:47pm	100	100	10	207	16	1	1
51 Charles / Twin River / CCRI	6:50am	9:50pm	6:56am	9:56pm	60	60	12.15	220	32	1	1
54 Lincoln / Woonsocket	6:48am	10:50pm	6:26am	10:26pm	60	60	28.68	682	34	3	3
58 Mineral Spring / North Providence							No Service				
62 URI / CCRI							No Service				
72 Weeden / Central Falls	6:50am	7:20pm	7:11am	8:11pm	30	30	33.98	486	53	4	4

# **APPENDIX D**

# RIPTA Fare Equity Analysis September 2019

September 17, 2019

**LTK Engineering Services**

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## Introduction

RIPTA has proposed service improvements and a fare change for public comment and consideration by the RIPTA Board of Directors. While the service improvements are not considered to be a major service change, two of the improvements do have associated fare issues. This report provides an evaluation of the proposed fare changes based on FTA's Title VI Requirements and Guidelines for Federal Transit Administration Recipients (FTA C 4702.1B), section IV-6, Requirement to Evaluate Service and Fare Changes. RIPTA's complete fare proposal is detailed later. The highlights of the proposal include:

- Eliminating the 10-Ride Pass
- Eliminating the 7-Day Pass
- Transfers will no longer be sold for riders paying with cash (Riders will need to pay their full fare for each boarding.)
- 1-Day Passes will no longer be sold onboard vehicles
- Implementing a new Wave Fare Structure using Smart Card or Mobile App
  - One hour of unlimited travel -- \$2.00 (\$1.00 for Seniors or individuals with disabilities during off-peak hours)
  - Activation Fee when first establishing a Wave Fare account and obtaining a Smart Card -- \$5.00 (However, RIPTA is planning to distribute at least 10,000 complimentary Wave Smart Cards and establish those accounts at the start of the program.)
  - Replacement Fee for a replacement Smart Card -- \$5.00
  - Earn As You Go Fare Structure – Under this new structure, riders will never pay more than the price of a Day pass in one day (currently \$6.00) or the price of a Monthly pass in one calendar month (currently \$70.00)
- Implementing a new Limited Express Service Fare for service which serves destinations outside of the State of Rhode Island. This will initially apply only to the new Route 24L.
  - Single-ride fare -- \$4.00
  - Monthly Pass -- \$140.00
- Downtown Providence Corridor Fare -- \$1.00 (\$0.50 for Seniors or individuals with disabilities during off-peak hours)
- RIPTA is revising and expanding its third-party retail network. RIPTA is planning to add over 300 new sales locations, expanding access to its products statewide from the current approximately 40 outlets. All of the sites will allow customers to purchase currently can purchase fare products will offer Wave Fare cards as well as the ability to load value into Wave accounts. RIPTA will continue to sell fare products at its locations including Kennedy Plaza and RIPTA headquarters in Providence.

RIPTA's service improvements with associated fare issues include:

- RIPTA implemented the QX Quonset Express effective January 22, 2019 with a free promotional fare. This route operates in an area with little current or historic RIPTA service. Initial ridership was low so RIPTA significantly restructured the route and expanded it to serve three new communities, effective June 22, 2019, to increase ridership. Due to the significant restructuring, RIPTA again implemented a six month promotional fare to allow an opportunity for ridership to develop. RIPTA does receive a subsidy from Quonset Development Corporation to offset some

costs of operating this route, which is expected to exceed the foregone revenue from the promotional fare. RIPTA anticipates charging full fares beginning in early 2020.

- RIPTA implemented the 24L Newport / Fall River / Providence Express on August 31, 2019. This route is a new express service between Newport, Fall River, Somerset and Providence. It will connect to the Southeastern Regional Transit Authority (SRTA) through a stop in Fall River (MA). It will use the new Limited Express Service Fares.

The proposed fare changes will provide substantial benefits to RIPTA and its riders, including:

- Speeding up boarding times and thereby improving on-time performance;
- Increasing prepaid transactions and thereby reducing costs associated with accepting and handling cash;
- Reducing the potential for conflict between riders and operators;
- Improving affordability of fare products that currently have a high upfront cost; and
- Reducing costs for riders who do not currently purchase their most cost-effective fare product.

In addition, RIPTA will no longer issue Change Cards on board its vehicles. As this does not change the fares charged by RIPTA it is not considered a fare change requiring a Fare Equity Analysis. Change Cards are rarely used, as they are currently issued as a result of overpayments on less than 5% of full and reduced fare boardings, and will not be needed for any rider switching to the Wave Card.

Eliminating Change Cards will provide substantial benefits to RIPTA and its riders including speeding up boarding times, thereby improving on-time performance, as well as reducing the potential for conflict between riders and operators.

## Description of Fare Equity Analysis Policies and Procedures

### Title VI, Environmental Justice and Fare Equity Analyses

Under Federal Transit Administration regulations, agencies are required to adopt plans for compliance with Title VI of the Civil Rights Act of 1964 and Executive Order 12898, “Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations”. Title VI requires that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” Discrimination refers to any action or inaction, whether intentional or unintentional, in any program or activity of a Federal aid recipient, subrecipient, or contractor that results in disparate treatment, disparate impact, or perpetuating the effects of prior discrimination based on race, color, or national origin, including the denial of meaningful access for limited English proficient (LEP) persons. Environmental Justice is the principal that minority communities and low-income communities should not be subject to disproportionately high and adverse environmental effects, i.e., that there should be a fair distribution of the adverse impacts of, or burdens associated with, Federal programs, policies, and activities.

RIPTA’s Title VI Program 2018 – 2021, submitted April 1, 2018, sets forth its Service and Fare Equity (SAFE) Analysis policies and procedures, and describes the public involvement process that led to these policies. A brief description of these policies and the public process is set forth below.



## Determining When an Equity Analysis is Required

To determine whether a fare change would have a discriminatory impact on the basis of race, color or national origin, RIPTA first determines if the proposed change includes a change in the fare structure or a change in fares by fare payment method. Any proposal that involves a change to fare structure or to relative fares by fare payment method is assessed to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders, unless it is subject to an exception. These exceptions are:

1. Promotional fare reductions lasting no longer than six months;
2. Temporary fare reductions mitigating construction or other activities disrupting rider travel patterns; and
3. Declared “fare free” days such as Air Quality Alert days.

A fare change that results in a differential percentage change of greater than 10% by customer fare category or payment method is evaluated to determine whether it would have a disparate impact on minority riders or a disproportionate burden on low-income riders. For instance, an increase on cash fare payment compared to monthly passes of 10% or more would be evaluated to determine whether it would have a disparate impact or a disproportionate burden.

## Determining When a Disparate Impact Occurs

Determining whether a fare change would have a disparate impact on minority riders is based on the following:

- If the proposed change includes a change in the fare structure or a change in fares by fare payment method that is close to equal across all fare categories and fare payment methods, there is a determination that there is no disproportionate impact. However, if a fare change includes a differential percentage change of greater than 10% by customer fare category or payment method it is examined further.
- If the average percentage fare increase for minority riders is five percentage points or more higher than the average percentage fare increase for non-minority riders, the fare change would be determined to have a disparate impact.

## Determining When a Disproportionate Burden Occurs

Determining whether a fare change would have a disproportionate burden on low-income riders is based on the following:

- If the proposed change includes a change in the fare structure or a change in fares by fare payment method that is close to equal across all fare categories and fare payment methods, there is a determination that there is no disproportionate impact. However, if a fare change includes a differential percentage change of greater than 10% by customer fare category or payment method it is examined further.
- If the average percentage fare increase for low-income riders is five percentage points or more higher than the average percentage fare increase for non-low-income riders, then the fare change would be determined to have a disproportionate burden on low-income riders.

## Approach for Calculating Fare Impacts

RIPTA’s general approach for calculating the average percentage fare increase for any group of riders is as follows:

1. Determine the number and percent of overall riders, minority riders and low-income riders who use each fare category being changed;
2. Review current fares vs. proposed fare change;
3. Compare the statistical percentage differences for each particular fare media between minority users and overall users; and
4. Compare the statistical percentage differences for each particular fare media between low-income users and overall users.

Alternative fare payment methods or fare media available for individuals affected by the proposed changes will be presented and analyzed. This analysis will compare the fares paid by the individuals impacted by the proposed changes with fares that would be paid through available alternatives, and will identify the location of fare media distribution points relative to that of impacted populations.

### Public Participation Process

RIPTA developed the policies detailed in this chapter with the participation of members of Rhode Island's minority, low-income, and LEP communities. The thresholds and datasets were initially identified by RIPTA technical staff, then thoroughly vetted through a public process that included a formal public comment period and a community meeting (Community Leadership Workshop) with eleven community organizations that represent Rhode Island's minority and Limited English Proficient communities and a significant percentage of its low-income population members of the affected populations. RIPTA worked with and received input from representatives of organizations representing the gamut of Title VI protected communities including African American, Latino, Cape Verdean, Portuguese, and refugee and newly-arrived immigrant communities.

Because of the complexity of these policies and procedures, RIPTA developed a comprehensive agenda for its Community Leadership Workshop to meaningfully engage key organizational representatives in the policy development and approval process. The objectives of this workshop were to (1) spread the word about Title VI protections, (2) explain the requirement to conduct service and fare equity (SAFE) analyses, (3) present the draft SAFE policies, (4) discuss whether the process or policies should be modified in any way, and (5) seek general comment and input regarding RIPTA's equity program.

The workshop was attended by minority, low-income, and LEP contacts from throughout RIPTA's service area. A number of questions were addressed including how organizations representing minority and low-income populations could be engaged in the ongoing review of SAFE analyses so as to better understand impacts. RIPTA committed to maintaining an ongoing relationship with the organizations, including sharing SAFE analyses of any major service or fare changes as part of the public comment process.

These policies and procedures were adopted by RIPTA's Board of Directors at its June 2016 meeting.

### Data

This analysis uses the data from RIPTA's Onboard Passenger Survey conducted during September and October, 2016, with a follow-up effort during January 2017. A total of 6,799 riders completed surveys which, after accounting for trip frequencies and transfers, translate into 75,313 weekly boardings, or 19.7% of total weekly RIPTA boardings. On a system-wide basis, this provided a 95% confidence level of

±1.11%. This information was used to allocate riders using each fare product between Low-Income, Non-Low-Income, Minority, and Non-Minority categories. The total number of riders using each fare product is taken from RIPTA’s farebox data for the period from June 2018 through May 2019.

RIPTA’s Title VI program does not include a locally developed threshold to define “low-income.” This definition therefore defaults to that included in FTA C4702.1B, Chapter 1, Section 5.m., to mean “a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines.” The FTA does allow agencies to use higher thresholds and include more individuals in the definition of low-income, but does not allow agencies to use lower thresholds. Since the survey occurred during 2016, the applicable guidelines are those that applied during 2016. These are shown in the table below, along with the share of Rhode Island households of each size.

Size of Household	Poverty Level Guideline	Share of RI Households of that Size <sup>1</sup>
1	\$11,880	31%
2	\$16,020	33%
3	\$20,160	16%
4	\$24,300	13%
5	\$28,440	5%
6+	\$32,580	2%

<sup>1</sup> Based on *American Community Survey 5-Year Estimates* for Rhode Island

As RIPTA’s Onboard Passenger Survey did not collect data on household size, we need a single figure for to classify riders as low-income or non-low-income. The average of the above poverty level guidelines weighted by the share of households of each size is approximately \$17,500. The survey included income categories of “Below \$10,000”, “\$10,000 to \$14,999”, “\$15,000 to \$24,999”, and several higher categories. Defining low-income riders for the purpose of this analysis as riders stating an income of \$24,999 and lower would mean that we are including all low-income households with 4 or fewer members, which is 93% of all low-income households, plus a significant share of low-income households with five or more members.

Survey respondents were asked to describe their race/ethnicity and provided with 6 options: White, African American / Black, Asian, Hispanic, Native American Indian, and Other. Riders responding with White were classified as non-minority. Riders responding in any other way were classified as minority.

## Analysis of Current Fare Product Use

Table 2 below presents a profile of fare usage by group – minority, low-income and overall ridership (boardings). The highlighted fare products are being eliminated.

Table 3 presents the percentage of riders in each group using each fare product. Products being eliminated are again highlighted. As can be seen in the table, fare product use by each group is quite similar. Bolded values are situations where the use of a fare product by a group is more than 10% higher its use by all riders.

Current Fare Type		Usage by Group		
		All Riders	Low-Income	Minority
Full-Fare	Cash	2,009,179	1,319,800	1,124,808
	Cash Fare & Transfer	1,440,230	946,066	806,290
	10-Ride Pass (3)	215,074	132,257	118,033
	10-Ride & Transfer	626,700	385,381	343,934
Reduced	S/D Cash (1)	40,644	37,355	17,105
	S/D Cash & Transfer (1)	43,006	39,526	18,099
Passes	1-Day Pass	360,125	243,116	229,921
	7-Day Pass	160,178	96,639	78,267
	Monthly Pass	4,867,594	3,089,990	2,783,538
	MBTA Pass	22,363	14,196	12,788
	UPASS (3)	790,177	313,554	375,385
	ECOPASS (3)	134,212	47,856	47,479
Free	Low-Income Senior / Disabled	4,418,212	4,418,212	1,859,441
	Employees, Other Free, & Other (4)	195,688	115,205	98,382
Agency	2 Hour Pass	292,184	292,184	146,896

Current Fare Type		Usage by Group		
		All Riders	Low-Income	Minority
Full-Fare	Cash	12.9%	11.5%	14.0%
	Cash Fare & Transfer	9.2%	8.2%	10.0%
	10-Ride Pass (3)	1.4%	1.2%	1.5%
	10-Ride & Transfer	4.0%	3.4%	4.3%
Reduced	S/D Cash (1)	0.3%	<b>0.3%</b>	0.2%
	S/D Cash & Transfer (1)	0.3%	<b>0.3%</b>	0.2%
Passes	1-Day Pass	2.3%	2.1%	<b>2.9%</b>
	7-Day Pass	1.0%	0.8%	1.0%
	Monthly Pass	31.2%	26.9%	<b>34.5%</b>
	MBTA Pass	0.1%	0.1%	<b>0.2%</b>
	UPASS (3)	5.1%	2.7%	4.7%
	ECOPASS (3)	0.9%	0.4%	0.6%
Free	Low-Income Senior / Disabled	28.3%	<b>38.4%</b>	23.1%
	Employees, Other Free, & Other (4)	1.3%	1.0%	1.2%
Agency	2 Hour Pass	1.9%	<b>2.5%</b>	1.8%

## Fare Equity Analysis

### Current and Proposed Fare Structure

Table 4 presents RIPTA's current fare products and the proposed changes. Two of these changes, the introduction of new fare products, are expected to serve populations that generally reflect RIPTA's overall ridership and therefore have equal impact on low-income, minority, and overall ridership. In

addition, the temporary free fare on the QX Quonset Express is exempt from a Fare Equity Analysis. These three changes are discussed briefly below. The other changes to RIPTA's fare structure are discussed in greater length following Table 4.

- The new Limited Express Service fare will only apply to a new service that is currently being implemented. Therefore, it will not impact any existing riders. The route is not expected to serve a disproportionately higher level of low-income or minority riders, and therefore this fare is not expected to create any Title VI issues.
- The Downtown Providence Corridor Fare will be a new fare that applies only to trips with both their origin and their destination in the 1.4 mile long Downtown Transit Connector Corridor (DTC). The DTC will run between the Providence Amtrak / MBTA Station and the Hospital District in Upper South Providence, and is part of the City's broader long-term vision for this area. The DTC plan includes modifying several routes to provide additional service in this corridor and eliminate transfers at Kennedy Plaza for many passengers commuting from outlying suburbs. While the routes serving this corridor (Routes 1, 3, 4, 51, 54, 55, 58, 62, 72, and 92) carry about 9,100 riders daily, several of them terminate at Kennedy Plaza and very few riders travel only within this corridor. Furthermore, many of the riders who do travel only within the corridor are understood to pay with passes. The new fare, together with the improved service, is intended to generate new trips, such as lunchtime travel by individuals who drove to downtown or reside in downtown. Residents served by this corridor are diverse population, but disproportionately minority and low-income. Providing this lower fare in this corridor does not raise any Title VI issues.
- As stated above, RIPTA implemented the QX Quonset Express effective January 22, 2019 with a free promotional fare. Ridership was low so RIPTA significantly restructured the route and expanded it to serve three new communities effective June 22, 2019 to increase ridership. Due to the significant restructuring, RIPTA again implemented a six month promotional fare. RIPTA does receive a subsidy from Quonset Development Corporation to offset some costs of operating this route, which is expected to exceed the foregone revenue from the promotional fare. Promotional fare reductions lasting less than 6 months are specifically exempt from Fare Equity Analyses. RIPTA anticipates charging full fares beginning in early 2020.

**Table 4: Changes in Fares**

Current Fare Type		Change?	Cost		Change	
			Existing	Proposed	Absolute	Percentage
Full-Fare	Cash	No	\$ 2.00	\$ 2.00	\$ -	0%
	Cash Fare & Transfer	Transfers Eliminated	\$ 3.00	\$ 4.00	\$ 1.00	33%
	No	Limited Express Service Full Fare	NA	\$4.00	NA	NA
	Cash	Downtown Providence Corridor Fare	\$ 2.00	\$1.00	\$ (1.00)	-50%
	10-Ride Pass (1)	Replaced by Wave Stored Value	\$ 2.00	\$ 2.00	\$ -	0%
	10-Ride & Transfer (1)	Replaced by Wave Stored Value (2)	\$ 2.00	\$ 2.00	\$ -	0%
Reduced (Off-	S/D Cash (3)	No	\$ 1.00	\$ 1.00	\$ -	0%
	S/D Cash & Transfer (3)	Transfers Eliminated	\$ 1.50	\$ 2.00	\$ 0.50	33%
Passes	1-Day Pass	No	\$ 6.00	\$ 6.00	\$ -	0%
	7-Day Pass	Eliminated	\$ 25.00	*	NA	NA
	Monthly Pass	No	\$ 70.00	\$ 70.00	\$ -	0%
	No	Limited Express Service Monthly Pass	NA	\$ 140.00	NA	NA
	MBTA Pass (4)	No	NA	NA	NA	NA
	UPASS (5)	No	\$ 1.42	\$ 1.42	\$ -	0%
	ECOPASS (5)	No	\$ 1.77	\$ 1.77	\$ -	0%
Free	Low-Income Senior / Disabled (6)	No	\$ -	\$ -	\$ -	0%
	Employees, Other Free, & Other (7)	No	\$ -	\$ -	\$ -	0%
Agency	2 Hour Pass	No	\$ -	\$ -	\$ -	0%

(1) 10-Ride tickets cost \$20 for 10 trips. These are therefore the cost per trip with these fare products.

(2) Transfer period changed from 2 hours to 1 hour.

(3) Off-peak fare. These riders pay full fare during peak hours (7am-9am, 3pm-6pm)

(4) MBTA Zone 8-10 Passes are valid on RIPTA with no extra charge.

(5) Schools and employers pay different amounts for these fare products. These are the average cost per boarding.

(6) All low-income seniors and individuals with disabilities pay no fare with the RIPTA NO FARE ID PASS.

(7) This includes equipment malfunctions, short-term promotional fares, and discontinued subsidized fares.

## Analysis of Impacts

The elimination of the 10-Ride Pass and 7-Day Pass, the elimination of cash transfers, and the implementation of Wave Fare Structure are part of a single package of changes designed to reduce RIPTA’s costs of fare collection and improve the ability of all regular riders, especially low-income riders, to take advantage of RIPTA’s discounts. If a rider has a Wave Card (or virtual Wave Card using a Mobile Device) with at least \$2 in value loaded on it, they will be able to transfer at no change. Thus riders for an upfront cost of \$2<sup>1</sup>, will receive similar benefits as an individual who currently purchases a 10-Ride Pass for an upfront cost of \$20, although there will be a shorter window for making transfers. Furthermore, if a rider spends \$6 for transit travel in a single day, all future travel during that day will be free, the same as if a rider had purchased a 1-Day Pass for an upfront cost of \$6. Finally, if a rider spends \$70 for transit travel during a calendar month, all future travel during that month will be free (except for travel on the 24L), the same as if a rider had purchased a Monthly Pass for an upfront cost of \$70. A driving factor behind this change is that RIPTA understands that some of its low-income riders are unable to pay these upfront costs, and therefore are unable to obtain these discounts. In addition, RIPTA currently has only about 40 outlets at which it sells its fare products, in addition to selling them

<sup>1</sup> At its own facilities, RIPTA will impose no minimum when loading value to a Wave account if paying with cash, but a minimum load of \$10 when paying with a credit card. RIPTA will impose no minimums on third party retailers, but they will set their own policies, possibly including minimum loads.

online (which requires a credit or debit card) and at RIPTA facilities such as Kennedy Plaza and RIPTA headquarters in Providence. Unbanked individuals therefore likely have less access to these fare products, other than the 1-Day Pass which can be purchased on buses.

Riders who currently pay with cash and make transfers will no longer be able to purchase discounted transfers, raising the cost of a one-way trip from \$3 (\$2 initial fare plus \$1 for a transfer) to \$4 or more (\$2 per boarding). Cash riders also will not receive the benefit of a \$6 daily cap or \$70 monthly cap on transit fares (excluding the 24L). Cash riders are generally believed to fall into three principal groups:

1. Riders for whom there is no better fare product, such as occasional riders making a few trips during a day with no transfers;
2. Riders, especially individuals who travel very infrequently, for whom the value of transfer charges is less than the value of the time they would need to spend to learn about and obtain a cheaper fare product (such as a 10-Ride Pass); and
3. Riders who cannot access other fare products and/or pay the upfront cost of a fare product with a lower cost per trip.

Riders in the first category will not be impacted by the proposed fare changes. Riders in the second category will be impacted by the increase in the transfer charges, however they have shown low sensitivity to such charges in the past. Furthermore, the expansion of RIPTA's sales network and the fact that the Wave Fare Structure automatically provides the lowest cost fare will reduce the amount and value of time required to obtain the cheapest possible fare product, likely leading some of these individuals to switch to the Wave card. Riders in the third category will benefit from the expansion of RIPTA's sales network and the lower upfront costs with the Wave card, probably leading many of these individuals to switch to the Wave card.

54% of respondents to RIPTA's 2016 Survey who stated that they paid with cash also stated that they typically traveled on RIPTA 5 or more days per week. Most of these riders (unless they were consistently making only a one-way trip) would benefit from using a 7-Day or Monthly Pass. There are two principal reasons why riders would choose cash over using a pass:

1. The rider for some reason cannot obtain a pass, such as being unable to pay the upfront cost of a pass or being unbanked and unable to reach a RIPTA outlet; or
2. The rider is able to obtain a pass but for some other reason, such as privacy concerns or a low sensitivity to the cost of transit, does not desire a pass.

Table 5 shows the current fares and usage by group, excluding riders who do not directly pay for their own transportation such as free riders, as well as those who receive Agency transportation, UPASS, or EcoPass. This shows that low-income riders have slightly higher use of cash, and especially cash plus transfers, and slightly lower use of most prepaid products (10-Ride Pass, 7-Day Pass, and Monthly Pass). Minority riders have a lower use of cash and higher use of monthly passes. This supports RIPTA's understanding that low-income riders are more likely to be unable to pay the upfront cost or access most of RIPTA's fare products. 1-Day passes have a lower upfront cost than the other three prepaid alternatives, and currently can be purchased on the bus, making them more available to financially constrained individuals. Expanding RIPTA's fare outlets from about 40 to over 300 statewide (including Kennedy Plaza and RIPTA's headquarters) will make all fare products much more accessible to low-income riders, and allowing riders to pay for 1-Day and Monthly Passes as they use transit should



provide a greater benefit to low-income riders than all riders. A map showing RIPTA’s statewide routes, minority and low-income census tracts, and the proposed fare outlet locations is attached as Figure 1.

Current Fare Type		Usage by Group		
		All Riders	Low-Income	Minority
Full-Fare	Cash	20.5%	20.9%	20.3%
	Cash Fare & Transfer	14.7%	15.0%	14.6%
	10-Ride Pass (3)	2.2%	2.1%	2.1%
	10-Ride & Transfer	6.4%	6.1%	6.2%
Reduced	S/D Cash (1)	0.4%	0.6%	0.3%
	S/D Cash & Transfer (1)	0.4%	0.6%	0.3%
Passes	1-Day Pass	3.7%	3.9%	4.2%
	7-Day Pass	1.6%	1.5%	1.4%
	Monthly Pass	49.7%	49.0%	50.3%
	MBTA Pass	0.2%	0.2%	0.2%

A key element of the above discussion is that it assumes riders already have a Wave Card. The \$5 charge to obtain or replace a card is an upfront cost that is not present in the current system. This charge has been implemented for several business reasons, including to:

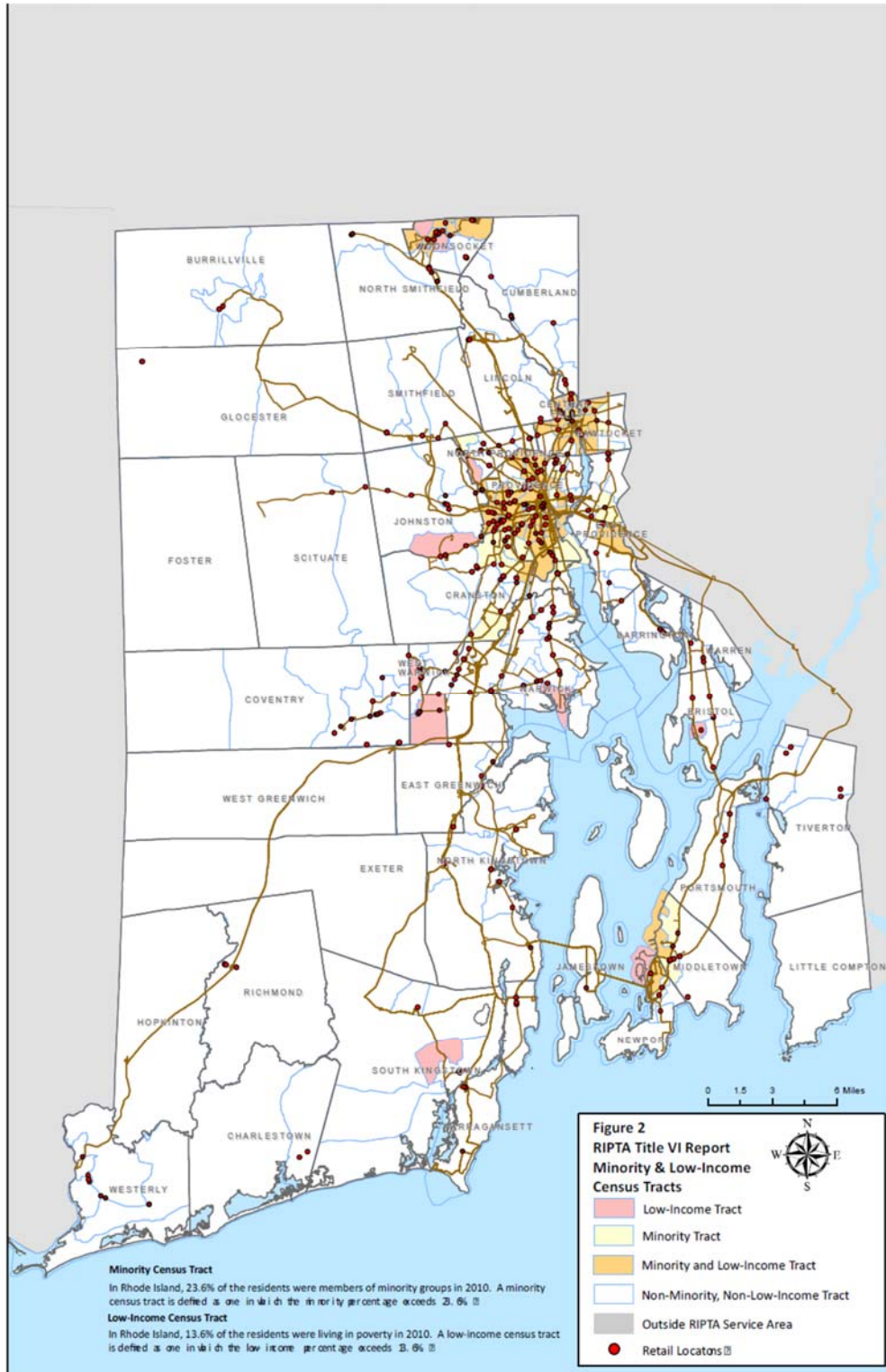
- Cover the cost of the cards;
- Encourage riders to view the cards as reloadable, extended use cards; and
- Discourage the casual disposing or loss of the cards, as well as the hoarding of cards.

The \$5 charge is recovered by a rider after 5 trips for which he or she would otherwise have paid the cash fare plus the current transfer charge, but it is a potential barrier. RIPTA will address this through its plan to distribute approximately 10,000 complimentary Wave smart cards with free accounts at the start of the program. RIPTA is planning on conducting a major outreach effort to low-income riders to communicate the benefits of the Wave Fare Structure along with this distribution of complimentary Wave smart cards and assistance in setting up free accounts.

The other key element, and potential barrier, is loading value into the Wave accounts. Currently customers purchasing RIPTA fare products need a debit or credit card to purchase products online, and can only use cash at its roughly 20 outlets. As stated above, RIPTA will be implementing over 300 new fare outlets statewide and customers will be able to use cash to add value to Wave accounts at all of these locations. RIPTA will impose no minimums when loading value to a Wave account, although these outlets will set their own policies on minimums. As shown in Figure 1, these planned outlets are well distributed across the state, but with a greater density in the Minority and Low-Income Census Tracts.



**Figure 1: Map of RIPTA Statewide Routes and Proposed Fare Outlets**



The only fare product that is being totally eliminated and not replicated on the Wave Fare Structure is the 7-Day Pass. As shown in Table 5, 7-Day Passes are used slightly less by minority and low-income riders than by all riders, thus this is unlikely to cause a Disparate Impact or Disproportionate Burden. It is also important to note that for any rider who uses RIPTA on a consistent basis, the 7-Day Pass is more expensive on a monthly basis than a Monthly Pass. Only two groups of riders benefit from the 7-Day pass:

1. Those who cannot afford the upfront cost of the Monthly Pass; and
2. Those who make heavy use of RIPTA for five or more days in a week, but less than 12 days in a month.

The Wave Fare Structure has already addressed the needs of the first of these groups, providing a lower upfront cost than with the 7-Day Pass while providing the higher monthly savings of the Monthly Pass. With respect to the second group, 78.1% of respondents to RIPTA's 2016 survey who used the 7-Day Pass reported that they typically rode RIPTA 5 or more days per week. The riders who would be disadvantaged by the removal of this pass are those who normally travel 4 or fewer times per week, but bought a pass during the week of the survey. Thus, about 22% of the 7-Day Pass riders (making about 0.2% of all boardings) may be disadvantaged by the removal of this pass.

#### Average Impact on Low-Income and Minority Riders in Comparison With Overall Riders

RIPTA's Title VI process requires a comparison of the average impact on low-income and minority riders compared with overall riders. Three comparisons are set forth in Tables 6 and 7 below. The comparison in Table 6 assumes no riders choose to change fare products unless their fare product is eliminated. The principal assumptions in this analysis are as follows:

- Riders paying cash and transferring will now pay \$2 for each transfer boarding and will not use Wave cards.
- Riders using 1-Day Passes will obtain Wave cards during the initial free distribution and will not travel sufficiently to reach the monthly cap.
- All riders currently using 7-Day Passes are assumed to obtain Wave Cards during the initial free distribution as they have shown a willingness and ability to purchase prepaid fare products. They are assumed to make a single round-trip per day and travel with the frequency shown in RIPTA's 2016 survey.
- Monthly Pass riders are assumed to obtain Wave Cards during the initial free distribution as they have shown a willingness and ability to purchase prepaid fare products. They are assumed to make a single round-trip per day and travel with the frequency shown in RIPTA's 2016 survey.
- All riders currently using 10-Ride Passes are assumed to obtain Wave Cards during the initial free distribution as they have shown a willingness and ability to purchase prepaid fare products. We further assume that riders will make round trips and travel as with the frequency distribution shown in the 2016 RIPTA survey. (54% of these riders will travel 5 or more days per week.) Consistent with an analysis of RIPTA current transfer boardings, 75% of transfer boardings will be assumed to be made within one hour after the initial boarding and therefore have no charge. 25% of transfer boardings will be made more than one hour after the initial boarding and have a charge of \$2.
- As riders using MBTA Passes are not paying fares to RIPTA, revenue from these riders is assumed to be zero.

- Riders not paying fares (either riding free or receiving fare products from agencies) are excluded from this calculation.

	Current Average Fare	Proposed Average Fare	% Change in Average Fare
Overall Riders	\$ 17.96	\$ 18.54	3.2%
Low-Income Riders	\$ 17.97	\$ 18.59	3.5%
Minority Riders	\$ 17.96	\$ 18.56	3.3%

The comparison in Table 7 assumes that some riders with fare increases switch to the Wave card. The principal assumptions in this analysis are as follows:

- The excess share of low-income riders who use cash, compared with all riders, do so because they are unable to obtain a 1-Day Pass or Monthly Pass due to lack of access or being unable to pay the upfront cost. An additional 50% of all riders paying the cash fare or the senior / disabled cash fare plus a transfer will switch to the Wave card. We assume that these riders will obtain Wave Cards during the initial free distribution. We further assume that riders will make round trips and travel as with the frequency distribution shown in the 2016 RIPTA survey. (54% of these riders will travel 5 or more days per week.) . Consistent with an analysis of RIPTA current transfer boardings, 75% of transfer boardings will be assumed to be made within one hour after the initial boarding and therefore have no charge. 25% of transfer boardings will be made more than one hour after the initial boarding and have a charge of \$2.
- The excess share of low-income riders who use 1-Day Passes, compared with all riders, do so because they are unable to obtain a Monthly Pass due to lack of access or being unable to pay the upfront cost. We assume that these riders will obtain Wave Cards during the initial free distribution. We further assume that riders will make round trips and will travel 5 or more days per week.
- Monthly Pass riders are assumed to have Wave Cards, make a single round-trip per day, and travel with the frequency shown in RIPTA's 2016 survey.
- All riders currently using 10-Ride Passes are assumed to obtain Wave Cards during the initial free distribution. We further assume that riders will make round trips and travel as with the frequency distribution shown in the 2016 RIPTA survey. (54% of these riders will travel 5 or more days per week.) Consistent with an analysis of RIPTA current transfer boardings, 75% of transfer boardings will be assumed to be made within one hour after the initial boarding and therefore have no charge. 25% of transfer boardings will be made more than one hour after the initial boarding and have a charge of \$2.
- As riders using MBTA Passes are not paying fares to RIPTA, revenue from these riders is assumed to be zero.
- Riders not paying fares (either riding free or receiving fare products from agencies) are excluded from this calculation.

	Current Average Fare	Proposed Average Fare	% Change in Average Fare
Overall Riders	\$ 17.96	\$ 16.67	-7.2%
Low-Income Riders	\$ 17.97	\$ 16.64	-7.4%
Minority Riders	\$ 17.96	\$ 16.71	-7.0%

As shown above, the key to the impact of the proposed fare change is the extent to which riders adopt the Wave card, especially riders who currently use cash. If they fail to adopt the Wave card riders will, on average, experience a fare increase. Furthermore, low-income and minority riders will, on average, experience a higher fare increase than the overall average rider. However, this difference is a fraction of a percentage point and does not reach the 5% threshold for being considered either a disparate impact on minority riders or a disproportionate burden on low-income riders.

If 50% of cash riders adopt the Wave card, then this fare change would, on average, decrease fares for riders, with the greatest decrease for low-income riders. Minority riders would have slightly less of a decrease on average than the average for all riders, but again this difference is a fraction of a percentage point and does not reach the 5% threshold for being considered either a disparate impact on minority riders or a disproportionate burden on low-income riders.

Based on these results, there is no disparate impact, nor disproportionate burden. It is important to note that this analysis incorporates as two key assumptions:

1. That RIPTA will be making an initial distribution of free Wave smart cards (and accounts) at the beginning of this process, and will make a special effort to distribute these to low-income riders; and
2. That RIPTA is implementing a major expansion of its retail network to serve riders not well served by its internet and mobile phone options.

The analysis would look considerably different if current 7-Day Pass and 10-Ride Pass riders were assumed to need to pay with cash because they were unable to obtain Wave accounts or cards, or unable to add value to their accounts.

### Alternatives and Mitigation

As the proposed alternative would not have a disproportionate burden on low-income riders or a disparate impact on minority riders, RIPTA is not required to take additional steps to avoid, minimize or mitigate impacts where practicable. We note that the initial distribution of free Wave accounts and cards and the expansion of its retail network are already key mitigating factors, and that it is important that these be in place before the fare change. We do suggest that RIPTA consider a program to work with agencies serving the low-income population that will waive or reduce the initial fees for establishing a Wave account for individuals who are below poverty level but not eligible for the RIPTA No Fare ID. Waiving fees for replacement cards is not recommended, as this would encourage riders to obtain multiple cards and potentially resell cards.

## Conclusion

This analysis has demonstrated that there will be no disparate impact on minority riders or disproportionate burden on low-income riders of RIPTA's system from this proposed fare change. RIPTA's new fares have already incorporated changes to minimize and mitigate the impact of its fare change on low-income and minority riders, which is key to this finding.

# **APPENDIX E**

# PROPOSED NEW FARE STRUCTURE

## RIPTA PUBLIC HEARINGS 2019

### Earn As You Go Wave Fare Structure

Under this new structure, riders will never pay more than the price of a Day Pass (\$6) in one day or the price of a Monthly Pass (\$70) in one calendar month.

Wave Fare for Smart Card/Mobile App (includes 1 hour of unlimited travel)	\$2.00
Wave Smart Card/Mobile App Activation Fee	\$5.00
Wave Smart Card/Mobile App Replacement Fee	\$5.00
Route 24 Limited Express Service Fare	\$4.00
Route 24 Limited Express Monthly Pass (Service to Fall River, MA and Newport, RI)	\$140.00
Downtown Providence Corridor Fare	\$1.00
Base Cash Fare (No change from existing fare structure. Exact change only; farebox will not issue Change Card)	\$2.00
Transfer	Discontinued
10 Ride Pass	Discontinued
7 Day Pass	Discontinued

*The Wave is RIPTA's convenient new smart fare collection system for passengers. Riding RIPTA will be even easier with the use of a smart card or your smart phone. Riders will either tap the smart card or scan their smart phone on the new validators that have been installed on board.*



**RHODE ISLAND PUBLIC TRANSIT AUTHORITY**



# AUTORIDAD DE TRANSPORTE PUBLICO DE RHODE ISLAND

## 2019 PÚBLICO AUDIENCIAS SOBRE UNA NUEVA PROPUESTA DE ESTRUCTURA DE TARIFAS

Ganar a medida que avanza (Wave Fare Structure)

Bajo esta nueva estructura, los pasajeros nunca pagarán más que el precio de un Pase de un día (\$6) en un día o el precio de un pase mensual (\$70) en un mes calendario.

Tarifa Wave para tarjeta inteligente / aplicación móvil (incluye 1 hora de viaje ilimitado)	\$2.00
Wave Smart Card / Tarifa de activación de la aplicación móvil	\$5.00
Tarifa de reemplazo de la tarjeta inteligente / aplicación móvil Wave	\$5.00
Tarifa de servicio expreso limitado de la ruta 24	\$4.00
Pase mensual expreso limitado de la ruta 24 (Servicio a Fall River, MA y Newport, RI)	\$140.00
Tarifa del corredor del centro de Providence	\$1.00
Tarifa base en efectivo (Sin cambios con respecto a la estructura de tarifas existente. Cambio exacto; farebox no emitirá una tarjeta de cambio)	\$2.00
Transferencia	interrumpida
Pase de 10 viajes	Interrumpida
Pase de 7 días	Interrumpida

*The Wave es el nuevo y conveniente sistema inteligente de cobro de tarifas para pasajeros de RIPTA. Montar RIPTA será aún más fácil con el uso de una tarjeta inteligente o su teléfono inteligente. Los pasajeros tocarán la tarjeta inteligente o escanearán su teléfono inteligente en los nuevos validadores que se han instalado a bordo.*



RHODE ISLAND PUBLIC TRANSIT AUTHORITY





# NEIGHBORHOOD IMPACT STATEMENT

This Neighborhood Impact Statement provides details pertaining to the alteration of a RIPTA bus route. RIPTA holds a public hearing at least 30 days before the bus route change is scheduled to take effect.

### Affected neighborhood(s):

Downtown Providence

### Effective date of service change:

January 18, 2020

### Service frequency on DTC Corridor:

Weekday: 5 minutes

Saturday: 5—15 minutes

Sunday: 5—15 minutes

### Affected bus route(s):

Downtown Transit Connector (DTC), including Routes 3, 4, 51, 54, 58, 62, 72

### Scheduled Public Hearings:

September 26, 2019 in Providence

### Service hours of affected route:

Weekday: 540a—1200a

Saturday: 645a—1210a

Sunday: 640a—1045p

### Description of service change:

The Downtown Transit Connector will provide coordinated transit service (every 5 minutes in each direction) between the Providence Amtrak/MBTA Station, Kennedy Plaza, and Hospital District in Upper South Providence. The seven routes listed above will serve the DTC and combined will provide the high frequency. There will be six paired stops along the corridor, each designed with a unique and highly-visible identity. The stops will include shelters, real-time bus arrival signage, and other passenger amenities. RIPTA is also including enhancements to service using signal priority for buses and dedicated bus lanes will be, as well as efforts to create attractive public spaces around each stop.

### Benefits of service change:

The Downtown Transit Connector will be an “enhanced bus” service that provides our riders with improved service frequency, reliability, and design features. The project will create substantial and attractive transit stops for passengers, and will incorporate features that give priority to transit vehicles, enhance local placemaking, and improve pedestrian accessibility.

### Reason for service change:

Safety concerns

To improve route performance

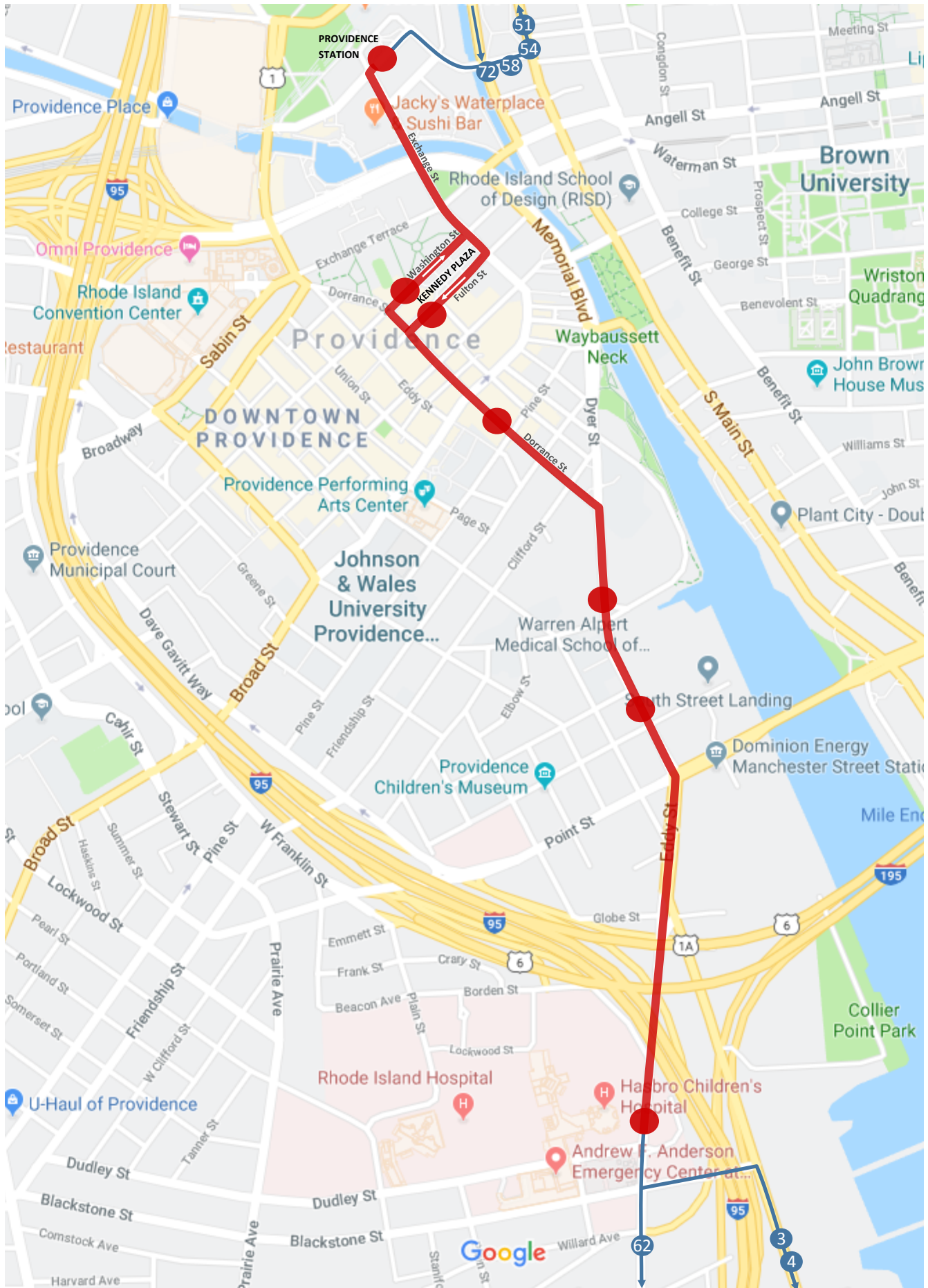
Serve a trip generator

Other: Improve connectivity in downtown Providence

### Ridership:

Downtown Providence has been experiencing rapid growth and there are still many vacant parcels yet to be developed on the former I-195 land. Currently, there is limited transit in this area, and limited connections between one of the state’s largest private employers, Rhode Island Hospital, and the city’s primary regional transit hub at Providence Station. This high frequency corridor will be the first of its kind in the state and RIPTA anticipates ridership will be very high.

# DTC Corridor—Routes 3, 4, 51, 54, 58, 62, and 72



WINTER 2020



## Title VI Review – Service Change

**Choose Up:** Winter 2020

### Description of Service Change:

Route 3: As part of the new Downtown Transit Connector (DTC) beginning service in January 2020, the midday weekday frequency of Route 3 is increasing from every 70 minutes to every 40 minutes, and Saturday frequency increases from 100 minutes to 70 minutes. Additionally, the northern terminus is extending from Kennedy Plaza to Providence Train Station.

X Major    \_\_ Minor

### Is the route

Minority Route?         Yes     No

Low Income Route?     Yes     No

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### Major Service Changes Only:

Adverse Effect?     Yes     No

Comparison Population:     Ridership     Census Population

Disparate Impact on Minorities?     Yes     No

Disproportionate Burden on Low Income Individuals?     Yes     No

### Description of Alternatives Considered:

### Substantial Legitimate Justification:

### Mitigation Measures:

**Attachments:**     maps     tables     datasets     additional narrative



## Title VI Review – Service Change

**Choose Up:** Winter 2020

### Description of Service Change:

Route 4: As part of the new Downtown Transit Connector (DTC) beginning service in January 2020, the midday weekday frequency of Route 4 is increasing from every 70 minutes to every 40 minutes, and Saturday frequency increases from 100 minutes to 70 minutes. Additionally, the northern terminus is extending from Kennedy Plaza to Providence Train Station.

X Major    \_\_ Minor

### Is the route

Minority Route?             Yes     No

Low Income Route?         Yes     No

---

### Major Service Changes Only:

Adverse Effect?     Yes     No

Comparison Population:     Ridership     Census Population

Disparate Impact on Minorities?     Yes     No

Disproportionate Burden on Low Income Individuals?     Yes     No

### Description of Alternatives Considered:

### Substantial Legitimate Justification:

### Mitigation Measures:

**Attachments:**     maps     tables     datasets     additional narrative



## Title VI Review – Service Change

**Choose Up:** Winter 2020

### Description of Service Change:

Route 51: As part of the new Downtown Transit Connector (DTC) beginning service in January 2020, the span of service for Route 51 is increasing slightly, but the majority of the increases in service hours and miles comes from adding a bus on the route in order to maintain the service levels. Additionally, the southern terminus is extending from Kennedy Plaza to Rhode Island Hospital.

X Major    \_\_\_ Minor

### Is the route

Minority Route?             Yes     No  
Low Income Route?         Yes     No

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### *Major Service Changes Only:*

Adverse Effect?     Yes     No

Comparison Population:     Ridership     Census Population

Disparate Impact on Minorities?     Yes     No

Disproportionate Burden on Low Income Individuals?     Yes     No

### Description of Alternatives Considered:

### Substantial Legitimate Justification:

### Mitigation Measures:

**Attachments:**     maps     tables     datasets     additional narrative



## Title VI Review – Service Change

**Choose Up:** Winter 2020

### Description of Service Change:

Route 54: As part of the new Downtown Transit Connector (DTC) beginning service in January 2020, the southern terminus of Route 54 is extending from Kennedy Plaza to Rhode Island Hospital. Changes to service hours and miles are all below the thresholds of RIPTA’s major service change definition.

Major     Minor

### Is the route

Minority Route?         Yes     No

Low Income Route?     Yes     No

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### Major Service Changes Only:

Adverse Effect?     Yes     No

Comparison Population:     Ridership     Census Population

Disparate Impact on Minorities?     Yes     No

Disproportionate Burden on Low Income Individuals?     Yes     No

### Description of Alternatives Considered:

### Substantial Legitimate Justification:

### Mitigation Measures:

**Attachments:**     maps     tables     datasets     additional narrative



## Title VI Review – Service Change

**Choose Up:** Winter 2020

### Description of Service Change:

Route 58: As part of the new Downtown Transit Connector (DTC) beginning service in January 2020, Route 58 is being adjusted but the route is not being changed otherwise. Changes to service hours and miles are all below the thresholds of RIPTA's major service change definition.

Major  Minor

### Is the route

Minority Route?  Yes  No

Low Income Route?  Yes  No

---

### Major Service Changes Only:

Adverse Effect?  Yes  No

Comparison Population:  Ridership  Census Population

Disparate Impact on Minorities?  Yes  No

Disproportionate Burden on Low Income Individuals?  Yes  No

### Description of Alternatives Considered:

### Substantial Legitimate Justification:

### Mitigation Measures:

**Attachments:**  maps  tables  datasets  additional narrative



## Title VI Review – Service Change

**Choose Up:** Winter 2020

### Description of Service Change:

Route 62: As part of the new Downtown Transit Connector (DTC) beginning service in January 2020, the weekday Route 62 schedule is being adjusted, but the route is not being changed otherwise. Changes to service hours and miles are all below the thresholds of RIPTA's major service change definition.

Major     Minor

### Is the route

Minority Route?     Yes     No

Low Income Route?     Yes     No

---

### Major Service Changes Only:

Adverse Effect?     Yes     No

Comparison Population:     Ridership     Census Population

Disparate Impact on Minorities?     Yes     No

Disproportionate Burden on Low Income Individuals?     Yes     No

### Description of Alternatives Considered:

### Substantial Legitimate Justification:

### Mitigation Measures:

**Attachments:**     maps     tables     datasets     additional narrative





## Title VI Review – Service Change

**Choose Up:** Winter 2020

### Description of Service Change:

Route 72: As part of the new Downtown Transit Connector (DTC) beginning service in January 2020, the weekday frequency of Route 72 is increasing from every 30 minutes to every 20 minutes, and Saturday and Sunday frequency increases from 45 minutes to 30 minutes. Additionally, the span of service is increasing, and the southern terminus is extending from Kennedy Plaza to Rhode Island Hospital.

X Major    \_\_\_ Minor

### Is the route

Minority Route?             Yes     No  
Low Income Route?         Yes     No

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### *Major Service Changes Only:*

Adverse Effect?     Yes     No

Comparison Population:     Ridership     Census Population

Disparate Impact on Minorities?     Yes     No

Disproportionate Burden on Low Income Individuals?     Yes     No

### Description of Alternatives Considered:

### Substantial Legitimate Justification:

### Mitigation Measures:

**Attachments:**     maps     tables     datasets     additional narrative

**RIPTA Public Hearing– Proposed Fare Structure and Service Improvements**

**Barrington  
Thursday, September 19, 2019  
2:00PM – 4:00PM**

**RIPTA staff** in attendance: Scott Avedisian, Amy Pettine, Greg Nordin, Greg Harris, Peter Michaud, Erminio Conte, Joelle Kanter and Cristy Raposo Perry

On Thursday, September 19, 2019 at the Barrington Public Library, two (2) members of the public attended. Two (2) made oral comments and no one (0) provided written comments.

Greg Nordin presented RIPTA's proposed fare structure and service improvements.

**Oral comments** were provided as follows:

**Frank Cummings**, a member of **Age-Friendly Barrington** and a Barrington resident, asked what happens if you lose your phone. **Greg Nordin** explained that you can simply call RIPTA or use the Wave web site to turn off your account. You can then create a new account and maintain your balance. **Frank Cummings** requested that RIPTA provide a local circulating shuttle from Hampton Meadows to other areas in Barrington. A shuttle route would be good for the citizens of Barrington, people who need accessible assistance, as well as any older person who has a hard time walking. He also requested better service connections; riders living in Riverside shouldn't have to travel to Kennedy Plaza to get to Bristol.

**Pat Keene, a Barrington resident**, asked if personal financial information is stored on the Wave card, and how value is added. **Greg Nordin** explained that your information is stored offsite on a secure server. If your registered Wave card is lost or stolen, you can deactivate it and RIPTA can replace it. Riders can either add value using the Wave website with an option to setup automatic reload, or go to one of RIPTA's 300 retail partners with cash and they can help you reload it. He confirmed that the Wave smart card is similar to a credit card not a key FOB. **Pat Keene** is happy to hear that RIPTA can now travel out of state.

**No written comments** were provided.

The hearing ended at 4:00pm.

**RIPTA Public Hearing– Proposed Fare Structure and Service Improvements**

**Barrington  
Thursday, September 19, 2019  
6:00PM – 8:00PM**

**RIPTA staff** in attendance: Barbara Polichetti, Amy Pettine, Greg Nordin, Greg Harris, Peter Michaud, Erminio Conte, Joelle Kanter and Cristy Raposo Perry

On Thursday, September 19, 2019 at the Barrington Public Library, zero (0) members of the public attended. No one (0) made oral comments and no one (0) provided written comments.

Greg Nordin was prepared to present RIPTA's proposed fare structure and service improvements.

**No oral comments** were provided.

**No written comments** were provided.

The hearing ended at 8:00pm.

## RIPTA Public Hearing– Proposed Fare Structure and Service Improvements

Narragansett  
Tuesday, September 24, 2019  
2:00PM – 4:00PM

**RIPTA staff** in attendance: Amy Pettine, Christopher Durand, Greg Nordin, Valerie Bacon, Barbara Polichetti, Erminio Conte and Cristy Raposo Perry

**Elected Officials** in attendance: Representative Teresa Tanzi

On Tuesday, September 24, 2019 at the Narragansett Town Hall, four (4) members of the public attended. Four (4) made oral comments and no one (0) provided written comments.

Greg Nordin presented RIPTA's proposed fare structure and service improvements.

**Oral comments** were provided as follows:

**Representative Teresa Tanzi** asked about the Wave card fare. **Greg Nordin** informed her that there is a \$5 activation fee, but it will be waived during the rollout period. RIPTA staff will distribute thousands of Wave cards at no cost during outreach. **Representative Tanzi** asked the South Kingstown Senior Center can get an extra van from RIPTA.

**Martha Yates, a Jamestown resident**, asked if the Wave account will be similar to EZ Pass with online management. **Greg Nordin** answered yes, it is similar. He stated that you can either get a hard smart plastic card or download the Wave app and add value to either anytime you want. **Martha** asked if RIPTA is launching a new app because no one used the Flash Pass. **Greg Nordin** explained that the Wave app is different from the Flash Pass and will work on the newly installed validators. **Martha** stated that she rides the train with a woman who then rides the bus to the VA. Is it correct that she can use her pass to ride the bus for free? **Greg Nordin** answered that it depends on the bus pass. In the long term, the Wave system will allow RIPTA to coordinate with any other transit agency that is compatible. In the short term, there is no change. **Martha** asked if you load \$70 onto your Wave account and you don't earn a monthly pass, will the money remain your account. **Greg Nordin** answered yes. **Martha** asked if you can use your mobile phone for this. **Greg Nordin** answered yes, you do not need to have a Wave smart card if you use the Wave mobile app. **Martha** asked about Route 24X. **Greg Nordin** informed her this trip saves about 10 minutes in commuting time and provides six roundtrips per day. RIPTA received many requests for service to Fall River.

**Karen Shabshelowitz, a Narragansett resident**, asked what implication the Wave will have on the Bus Pass Program for Seniors and People with Disabilities. **Greg Nordin** answered that the program will not change; program participants will receive a new Wave card when they come in to renew their bus pass. Karen stated that this public hearing was poorly advertised; it was not advertised at the Senior Center or at Town Hall. **Karen** stated she has been to three major hearings, in last 3 years and there were more consultants than RIPTA employees. Nothing changes. It's very frustrating. Riders give input and nothing happens. RIPTA needs more routes and better connections. There's no transportation between the two senior centers. Trying to get to outpatient surgeries in Boston when you don't drive or have a car is nearly impossible. **Greg Nordin** stated that RIPTA struggles to serve South County because it is very rural. Flex Service does have its limitations; we do what we can with the resources we have available.

RIPTA is working on a transit master plan and we are recording your comments. **Valerie Bacon** stated that seniors who live in that Flex Zone can use it to travel to the South Kingston Senior Center and riders can make a standing reservation. **Karen** suggested it adding it as a stop on Route 66. **Valerie Bacon** informed her that a fixed-route bus cannot fit into that parking lot. **Karen** stated she wants to attend an evening event at the Providence Public Library, but the current RIPTA bus schedule does not give her enough time to attend and return. **Valerie Bacon** helped **Karen** schedule a ride so she had a guaranteed return trip from the evening event at the library. **Karen** would like to see service improvements on Route 14 in the future. **Karen** asked if you have to have a smart phone to use the Wave. **Greg Nordin** answered no. **Karen** asked if her bus pass is good for all this. **Greg Nordin** explained that when her bus pass expires, she will receive a Wave smart card upon renewal.

**Carolyn Petrocelli, a Narragansett resident,** stated that South County residents should not have to travel to Providence to get to the airport. She asked if RIPTA can travel to Logan Airport. **Greg Nordin** stated we cannot compete with Peter Pan. If RIPTA competes with private carriers, the government can put a freeze on federal funds. RIPTA launched the Route 24X pilot in coordination with Peter Pan. Also, there is a state law that states RIPTA cannot operate more than 5 miles outside the corridor. **Carolyn** asked if the proposed fare structure applies to everyone. **Greg Nordin** answered yes, but we do have a separate fare structure for the Bus Pass Program for Seniors and Passengers with Disabilities.

**No written comments** were provided.

The hearing ended at 4:00pm.

**RIPTA Public Hearing– Proposed Fare Structure and Service Improvements**

**Narragansett  
Tuesday, September 24, 2019  
6:00PM – 8:00PM**

**RIPTA staff** in attendance: Steven Colantuono, Jamie Pereira, Greg Nordin, Valerie Bacon, Edward Brown, Kevin Perry, Barbara Polichetti, Erminio Conte and Cristy Raposo Perry

On Tuesday, September 24, 2019 at the Narragansett Town Hall, two (2) members of the public attended. Two (2) made oral comments and no one (0) provided written comments.

Greg Nordin presented RIPTA’s proposed fare structure and service improvements.

**Oral comments** were provided as follows:

**Heidi Travers, a Narragansett resident**, asked how the payroll deduction will change with the discontinuation of the 10 Ride Pass. **Greg Nordin** stated that the 10 Ride Pass is going away in name only. Basically, a 10 Ride Pass costs \$20. You can load \$20 onto your Wave card and it is the same equivalent to ten rides. An employer could log on, enter your Wave card number and load twenty dollars onto your account. RIPTA is going to launch the Wave in the first quarter of 2020, if there are no issues during beta testing. **Heidi** stated her co-worker still has a 15 Ride Pass. **Greg Nordin** stated that RIPTA will offer a buyback program at some time. Riders can turn in their paper fare products and RIPTA will load them onto their Wave account.

**Chris Fuller, a Hopkinton resident**, is very excited to see positive changes in the transit system. Run RIPTA advertising. She would like to see more RIPTA advertising, including on the RIDOT highway signs.

**No written comments** were provided.

The hearing ended at 8:00pm.

**RIPTA Public Hearing– Proposed Fare Structure and Service Improvements**

**Newport  
Wednesday, September 25, 2019  
2:00PM – 4:00PM**

**RIPTA staff** in attendance: Barbara Polichetti, Greg Nordin, Greg Harris, Erminio Conte, Joelle Kanter and Cristy Raposo Perry

On Wednesday, September 25, 2019 at the Newport Public Library, one (1) member of the public attended. Zero (0) made oral comments and one (1) provided written comments.

Greg Nordin was prepared to present RIPTA's proposed fare structure and service improvements.

**No oral comments** were provided.

**Written comments** were provided by **Vanessa Knight**.

The hearing ended at 4:00pm.

**RIPTA Public Hearing– Proposed Fare Structure and Service Improvements**

**Newport  
Wednesday, September 25, 2019  
6:00PM – 8:00PM**

**RIPTA staff** in attendance: Barbara Polichetti, Greg Nordin, Greg Harris, Kevin Perry, Erminio Conte, Joelle Kanter and Cristy Raposo Perry

On Wednesday, September 25, 2019 at the Newport Public Library, zero (0) members of the public attended. No one (0) made oral comments and no one (0) provided written comments.

Greg Nordin was prepared to present RIPTA's proposed fare structure and service improvements.

**No oral comments** were provided.

**No written comments** were provided.

The hearing ended at 8:00pm.



## RIPTA Public Hearing– Proposed Fare Structure and Service Improvements

Pawtucket  
Thursday, October 3, 2019  
2:00PM – 4:00PM

**RIPTA staff** in attendance: Kevin Perry, Greg Harris, Erminio Conte, Peter Michaud, Edward Brown, and Cristy Raposo Perry

**RIPTA Board Members** in attendance: Robert Kells

On Thursday, October 3, 2019 at Pawtucket City Hall, five (5) members of the public attended. Four (4) made oral comments and no one (0) provided written comments.

Kevin Perry presented RIPTA's proposed fare structure and service improvements.

**Robert Kells, RIPTA Board Member**, asked will the Route 24X go to the Tiverton casino. **Kevin Perry** answered no, but it will connect you with a bus that does go to the casino. Robert Kells asked did private carriers cancel those routes. **Kevin Perry** answered no. **Robert** asked if passengers receive credit for a transfer in the DTC zone. Kevin stated that transfers are free; Wave users will receive a one hour window of unlimited rides. **Robert** asked if you ride through the route, you do not need transfers. **Kevin** confirmed that is correct. **Robert** asked for a description of the Bus Pass Program for Seniors and Passengers with Disabilities. **Kevin Perry** explained the program. **Robert** asked how RIPTA recoups fares from this program. **Kevin Perry** answered we receive some money from the Department of Elderly Fares, as well as a portion of the gas tax.

**Beth Pinkham, Ocean State Center for Independent Living (OSCIL) North Site Manager**, asked if the Wave system will change how the Bus Pass Program for Seniors and Passengers with Disabilities works. **Kevin Perry** answered that the program will not change; program participants will receive a new Wave card when they come in to renew their bus pass. RIPTA will run both systems simultaneously for two years. **Beth** asked if Ride will be incorporated into the Wave system. **Kevin Perry** answered yes, there are a few ways to integrate Wave with Ride and we are currently determining which the best way to do that is. **Beth** asked if she loses her card, locks it, will she be able to unlock it again. She would also asked if there an expiration on how long you have to find a card and unlock it. **Kevin Perry** answered no, if you lose your Wave card and find it a year later, we can unlock it for. However, we can only do this if you registered your Wave card.

**Lillian Maynard, a Pawtucket resident**, thanked drivers for waiting for the elderly to sit before continuing to drive the bus. She asked the drivers who are four inches away from the curb lower the steps. **Lillian** asked why the benches were removed from the bus shelter in front of Navigant Credit Union on Dexter Street. She would also like the hanging plant removed from the bus stop located at Pacific and Broad in Central Falls; the plant is covering the bus stop sign. **Kevin Perry** stated that RIPTA will follow up on this. **Lillian** stated that she does not have a computer. **Kevin** explained how you do not need a computer to register your Wave card. You can call RIPTA or bring it to the Ticket Window in Kennedy Plaza.

**Mark Goldberg, a Pawtucket resident**, asked when the Wave system takes effect. **Kevin Perry** answered the first quarter of 2020, if beta testing goes well. **Mark** asked about the elimination of transfers. **Kevin**

stated that RIPTA is not eliminating transfers; we're eliminating cash transfers. **Mark** stated he does not have a smart phone. **Kevin Perry** informed him that you do not need a smart phone to use Wave if you do not want to. **Mark** requested that RIPTA add a trip on the Northbound R-Line from Providence to Pawtucket to meet the 1:10am train arriving from Boston. He stated that there is no R-Line at that hour, so he disembarks in Attleboro and walks several miles to his house. **Edward Brown** stated that later service is something RIPTA is looking into and this is definitely possible. **Mark** expressed confusion over the Route 72 extension. **Edward Brown** explained that RIPTA is bringing routes up from the south and routes down from the north so that there is a bus every 5 minutes between the hospital and train station. Downtown Providence is growing to the south. RI Hospital is one of the largest employers of the state. Many people living in Woonsocket, Central Falls, and etcetera will be able to board a bus and take a one seat ride to the hospital without making a transfer. RIPTA is increasing frequency on Route72 from every 30 minutes to every 20 minutes during the day.

**No written comments** were provided.

The hearing ended at 4:00pm.

**RIPTA Public Hearing– Proposed Fare Structure and Service Improvements**

**Pawtucket  
Thursday, October 3, 2019  
6:00PM – 8:00PM**

**RIPTA staff** in attendance: Kevin Perry, Zachary Agush, Greg Harris, Erminio Conte, Peter Michaud, Edward Brown, and Cristy Raposo Perry

On Thursday, October 3, 2019 at Pawtucket City Hall, two (2) members of the public attended. One (1) made oral comments and no one (0) provided written comments.

Kevin Perry presented RIPTA’s proposed fare structure and service improvements.

**Larry Coutu** asked that RIPTA not make any changes to Route 9. **Edward Brown** stated that there are no changes scheduled for Route 9. Larry asked how seniors who ride Route 24X will be affected by the Wave. **Kevin Perry** stated that there will be no changes to the Bus Pass Program for Seniors and People with Disabilities; they will not be affected. When these bus pass holders come in to renew their bus pass, they will receive a new Wave card. **Larry** asked how RIPTA market to tourists if you can no longer purchase will fare products on board. Tourists will not be interested in Wave fare products. **Kevin Perry** stated that RIPTA will sell a biodegradable, disposable Day Pass embedded with a smart chip for \$6. It will be available online, at RIPTA outlets and at retail locations. **Larry** asked how much personal information is required to set up an account. **Kevin Perry** answered that all RIPTA needs is an email, username and password. **Larry** asked if there are plans for the bus to from Pawtucket directly to Woonsocket. **Greg Harris** answered not at the moment, but we are looking at how to do it.

**No written comments** were provided.

The hearing ended at 8:00pm.

## RIPTA Public Hearing– Proposed Fare Structure and Service Improvements

Providence

Thursday, September 26, 2019

4:00PM – 6:00PM

**RIPTA staff** in attendance: Scott Avedisian, Greg Nordin, Kevin Perry, Greg Harris, Peter Michaud, Ermino Conte, Zachary Agush, Paul Dilorio, Jamie Pereira, and Cristy Raposo Perry

On Thursday, September 26, 2019 at The Commerce Center, five (5) members of the public attended. Five (5) made oral comments and no one (0) provided written comments.

Greg Nordin presented RIPTA's proposed fare structure and service improvements.

**Peter Brassard, a Newport resident**, asked when the Wave fares would be implemented. He also asked what he should do with the current 10 Ride Pass he has now. **Greg Nordin** stated that if everything goes smoothly during fall beta testing, the Wave will be launched in the first quarter of 2020. Both systems will run concurrently for a while. Eventually, RIPTA will announce fare buybacks. **Peter** asked if you could reload the fare products at the current Ticket Vending Machines (TVM). **Greg Nordin** answered no; the TVMs have lived their useful life and will be replaced with Wave TVMs in the future. **Peter** suggested building a future hub at the intersection of Eddy Street and Allens Avenue. He also suggested RIPTA employees visit Kenmore Square for inspiration. **Peter** also asked what will be displayed on the validator. **Greg Nordin** stated that the digital display will tell a passenger how much they were charged and how much time is left to ride. It will not display the balance of card on the validator. The validator will warn you when you have \$4 or less on your Wave card. **Peter** suggested a separate reader at hubs where riders can check their balance discreetly.

**Patricia Raub, a Providence resident**, asked if someone who doesn't have a smart phone can purchase a Wave card at CVS with cash. **Greg Nordin** stated yes. Patricia asked what happens if you board the bus and tap your smart card on the validator and nothing happens. **Greg Nordin** explained the different sounds the validator will make to notify riders. **Patricia** asked if the Garrahy Judicial Complex becomes a transit hub will all buses stop there. **Greg Nordin** answered no, the Downtown Transit Connector (DTC) will not serve the Garrahy Judicial Complex. Many routes currently terminating at Kennedy Plaza will terminate at the new courthouse station. RIPTA is currently working on a transfer matrix right now.

**James Celenza, a Providence resident**, asked if the Wave will affect RIPTA's U-Pass program at all. **Greg Nordin** stated that colleges and universities will not be affected; students will continue to use their student IDs to board the bus.

**Zander**, a secondary homeless resident, stated that there needs to be more consideration for low income riders. They suggested widening the expiration period for the transfer. They also suggested that since colleges are part of the community, they should be contributing to the community. Colleges and universities should help RIPTA subsidize transit for low income riders. Also, bus seats should not have a fabric material. **Greg Nordin** stated that the next order of buses will not have fabric seats. **Zander** stated that \$20 for a 10 Ride Pass is a lot of money out of pocket up front for a lot of people. **Greg Nordin** informed them of the benefits of Earn As You Go and further stated that the new Wave system does not require a rider to have a smart phone or internet connection. On this system, a passenger can add value at Kennedy Plaza or at a retail partner.

**George Corrente** would like to see more buses going to Stop & Shop on Routes 51 and 58. He also suggested adding buses to school trips to help with the overcrowding of students on board.

**No written comments** were provided.

The hearing ended at 6:00pm.

## RIPTA Public Hearing– Proposed Fare Structure and Service Improvements

Providence

Wednesday, October 2, 2019

6:00PM – 8:00PM

**RIPTA staff** in attendance: Paul Dilorio, Kevin Perry, Greg Harris, Erminio Conte, Peter Michaud, Sarah Ingle, Steve Elias and Cristy Raposo Perry

On Wednesday, October 2, 2019 at RIPTA's headquarters, five (5) members of the public attended. Four (4) made oral comments and no one (0) provided written comments.

Kevin Perry presented RIPTA's proposed fare structure and service improvements.

**Will Gomberg, Brown University student**, asked how the Wave will affect those who are homeless. Currently, social service agencies receive 2-hour passes to distribute to their clients. Will this still exist? **Kevin Perry** stated that the program would not be affected. A digital version of that 2-hour pass can be loaded to a Wave card for social service agencies. RIPTA will also have single use paper QR codes available for social service agencies, as well as a cardboard paper smart \$6 Day Pass. **Will** asked how will the wave work for the Bus Pass Program for Seniors and People with Disabilities. **Kevin Perry** stated that those bus passes expire every two years; when they come in to renew their pass, they will be upgraded to the Wave card system. RIPTA will keep the current system and the Wave system running for two years simultaneously until everyone in the program is switched over. **Will** asked if there would be a fee for the new card. **Kevin Perry** stated that the \$10 fee that is currently charged now for the Bus Pass Program for Seniors and People with Disabilities will not change. **Will** asked when Wave will launch. **Kevin Perry** stated the first quarter of 2020 if beta testing goes well.

**Ciara Keegan, a Brown University student**, asked if you can still pay with cash. **Kevin Perry** answered, yes, the farebox will still accept cash, but will not print any fare products. **Ciara** asked what she will get if she pays with cash. Kevin Perry answered that we will still have transfers during that same period, but eventually transfers will be eliminated. Many transit authorities do this. A free transfer will be embedded into Wave Card. We want people to switch over from paying with cash to using the Wave; it improves on-time performance. Boarding times are faster with smart fare. It speeds boarding by 2.5 seconds which adds up to hours. **Ciara** asked how the initial free Wave cards will be distributed. **Kevin Perry** stated that they will be distributed at all RIPTA transit hubs and other locations during outreach. **Ciara** asked if there is a way to load more rides onto the single QR codes or paper Day Passes or if once you use them, they are gone. **Kevin Perry** answered no, it's a biodegradable, single use disposable card with limited secure features; it is meant for one time use only. **Ciara** stated that there seems to be a lot of great benefits for the Wave smart card and phone app. Homeless people get their stuff stolen a lot. This card might get stolen. She asked if there would be a way to subsidize that replacement for the homeless. **Kevin Perry** stated that the \$5 activation fee is not something RIPTA is charging to make a profit. It is to cover the cost of producing the card. RIPTA cannot replace the card for free. However, if you do lose a registered fare product, we can turn off the card and any funds on the card will not be lost.

**Kevin Novell, a Providence resident**, thanked RIPTA for hosting this public hearing and making it at a convenient time. He works at CCRI and purchases half-price fare products at the book store. He asked how this will work with the new Wave system. **Kevin Perry** stated that fare products are available at half price because CCRI pays the other half; RIPTA receives the full cost of the fare product. He answered

that fare products will still be available at the CCRI book store, as long as CCRI is willing to keep subsidizing half of the cost. If CCRI continues to subsidize the fare products, RIPTA can make a digital version of that pass for Wave cards.

**Kevin Perry** stated we are hoping CCRI will allow students to ride RIPTA with their IDs in the future; we tested their IDs and they are compatible with our system. **Kevin Novell** stated that this very excited to hear. He asked if the \$5 fee for mobile app will be attached to username or email so if you lose or buy a new phone, you could just use it again. Kevin Perry stated that your Wave virtual card is permanently attached to that unique serial number on your phone to keep people from sharing that account. You will have to pay that fee again.

**Grant Dulgarian, a Providence resident,** stated he was very impressed with the presentation and Kevin Perry's knowledge of the system. He stated that he is a cash guy; he'll always pay cash and will never own plastic. He will buy the monthly pass and use the monthly pass. He is concerned about others and trying to increase ridership on RIPTA. **Kevin Perry** stated that unfortunately, there has been a national trend of downward transit. Uber and Lyft have had an impact on ridership, but RIPTA is working on creating a reliable system. **Grant** asked how RIPTA will capture the occasional rider if cash will not be accepted on board. **Kevin Perry** stated that RIPTA will continue to accept cash on board; the bill feeder is the most reliable slot on the farebox. **Grant** asked how often the fareboxes break down. **Kevin Perry** answered dozens of times per month. Grant stated that a passenger who requests a transfer on their way to Providence from Newport, loses 45 minutes of that transfer on the ride in to Kennedy Plaza. He asked if there is any way of issuing the transfer at the end of the rider's trip instead of the beginning. **Kevin Perry** answered no. Under the new Wave fare structure, riders will receive a one hour transfer for free. 25% of passengers use their transfer in the second hour. With Earn As You Go, these passengers will now be able to earn a Day Pass, a \$6 value, and ride free the rest of the day. RIPTA has designed the system to provide passengers with the same deal or a slightly better deal. **Grant** stated that Earn As You Go is excellent. **Grant** asked if the service hours of Route 72 will be extended. **Edward Brown** answered yes, Route 72 will run until 11pm on weekdays.

**No written comments** were provided.

The hearing ended at 8:00pm.

## RIPTA Public Hearing– Proposed Fare Structure and Service Improvements

Providence

Thursday, September 26, 2019

11:00AM – 1:00PM

**RIPTA staff** in attendance: Scott Avedisian, Barbara Polichetti, Elizabeth Silvestre, Joelle Kanter, Greg Nordin, Amy Pettine, Greg Harris, Peter Michaud, Ermino Conte, Edward Brown, Brian Marquis and Cristy Raposo Perry

On Thursday, September 26, 2019 at The Commerce Center, seven (7) members of the public attended. Six (6) made oral comments and no one (0) provided written comments.

Greg Nordin presented RIPTA's proposed fare structure and service improvements.

**Garren Jansezian** asked what will happen to the Ticket Vending Machines in Kennedy Plaza. **Greg Nordin** stated that they will be retired and eventually replaced. **Garren** also asked how you can tell how many trips you have left on the Wave card. **Greg Nordin** stated that the screen will let you know when you have only a few dollars remaining. **Garren** asked if riders have to pay an activation fee during the initial rollout. **Greg Nordin** answered no. **Garren** asked if the changes will affect the monthly passes that high school students receive. **Greg Nordin** answered no.

**Barry Schiller, a North Providence resident,** asked if there is an additional fee to register for Earn As You Go. **Greg Nordin** answered no. **Barry** stated that this is a really good plan and he knows it is expensive to get it started. He stated that there is no real incentive to use Wave for someone who only rides occasionally and pays cash. He suggested offering a promotional financial incentive the way the Charlie Card does. For example, if you use the Wave, the basic fare could be \$1.75 instead of \$2.00. **Barry** is concerned with the drop in ridership especially with climate change. He asked if there is potential for Wave to be used for in-state rail travel. **Greg Nordin,** answered yes, the Wave was designed with open architecture. RIPTA owns keys to integrate it with other transit agencies. The only limiting factor would be what the other transit agency does. MBTA was in the middle of that project, but it is now on hold. **Barry** asked to what extent Wave makes it easier for Eco-Pass and U-Pass to participate in this. **Greg Nordin** answered that the system can be used by agencies to manage their database. One person can manage that whole program from a desktop. On the U-Pass front, RIPTA wants students to use their IDs. Management will still be the same, but Wave cards will not be distributed to students. **Barry** asked to what extent will RIPTA market the Wave card to tourists. **Greg Nordin** stated that RIPTA will offer a limited use paper Wave card that can be preloaded with a Day Pass. **Barry** suggested making the DTC make free for Wave users for a period of time to give it some buzz. He also suggested highlighting the pedestrian bridge on the next version of the DTC map. He stated that much of the downtown corridor depends on Kennedy Plaza. He stated that breaking up Kennedy Plaza is a bad idea and RIPTA staff and riders should resist. **Garren Jansezian** agreed.

**David Halpern, a Providence resident,** asked where the smart cards will be available and how much will it cost. **Greg Nordin** stated that during the rollout period, RIPTA will distribute the smart cards for free; the \$5 activation fee will be waived. RIPTA is currently developing a distribution plan for these cards with the intent of distributing them to as many people as possible and not just in Kennedy Plaza. **David** asked why the smartcard has a barcode on it. **Greg Nordin** explained that the bar code is used by retail partners to scan the card and add funds to it; there is no personal information stored on them.



**Scott Avedisian** further explained that if you register your smart card and then lose it, RIPTA can turn the card off and your balance can then be transferred to another card. Currently, if you lose your Monthly Pass, there is no way to report it lost or stolen. **David** asked how the general public will be notified once a decision has been made. **Greg Nordin** stated that the RIPTA Board of Directors will vote to either adopt, modify or reject the proposed fare structure and service improvements at the October Board meeting. Nothing will happen on this front until after the board meeting. RIPTA is hoping to launch the Wave during the first quarter of 2020, depending on how beta testing goes. Both systems will run simultaneously for a time.

**Allan Lagasse, a Providence resident,** asked what will happen to the Bus Pass Program for Seniors and Passengers with Disabilities. **Greg Nordin** stated that the free program is not changing. When you come to renew your card, you'll receive a new Wave card. Passengers using the Reduced Fare Bus Pass Program who ride for ½ fare during off-peak hours must come to RIPTA to get their Wave card. **Allan** asked if RIPTA is going to continue with the Veterans Pass Program. **Greg Nordin** stated yes, RIPTA is working on getting that integrated into the new system.

**Jesus Ramos, a Providence resident,** asked if you can use the Passengers with Disabilities bus pass to travel to Fall River. **Greg Nordin** answered yes.

**Grant Dulgarian, a Providence resident,** asked if dual door entrance is an option for Wave boardings. **Greg Nordin** stated that Kennedy Plaza is the only place where dual door boardings would make sense for RIPTA, as most stops do not have enough boardings to do that. However, it would require fare police and would double the capital project.

**No written comments** were provided.

The hearing ended at 6:00pm.

**RIPTA Public Hearing– Proposed Fare Structure and Service Improvements**

**Warwick**

**Monday, September 23, 2019**

**2:00PM – 4:00PM**

**RIPTA staff** in attendance: Barbara Polichetti, Greg Nordin, Amy Pettine, Christopher Durand, Edward Brown, Peter Michaud, Erminio Conte, Valerie Bacon and Cristy Raposo Perry

On Monday, September 23, 2019 at the Warwick City Hall, one (1) member of the public attended. One (1) made oral comments and no one (0) provided written comments.

Greg Nordin presented RIPTA's proposed fare structure and service improvements.

**Jesus Ramos, a Providence resident**, asked how the new Wave card will work for the Bus Pass Program for Passengers with Disabilities. **Greg Nordin** stated that passengers will simply have to tap the card against the validator. Jesus also asked what is happening to the 7 Day Pass. Greg Nordin stated that the fare product is being discontinued because only 1% of riders actually use this fare.

**No written comments** were provided.

The hearing ended at 4:00pm.

**RIPTA Public Hearing– Proposed Fare Structure and Service Improvements**

**Warwick**

**Monday, September 23, 2019**

**6:00PM – 8:00PM**

**RIPTA staff** in attendance: Barbara Polichetti, Greg Nordin, Edward Brown, Erminio Conte, Valerie Bacon, Zachary Agush and Cristy Raposo Perry

On Monday, September 23, 2019 at the Warwick City Hall, zero (0) members of the public attended. Zero (0) made oral comments and no one (0) provided written comments.

Greg Nordin was prepared to present RIPTA's proposed fare structure and service improvements.

**No oral comments** were provided.

**No written comments** were provided.

The hearing ended at 8:00pm.



# PUBLIC HEARING COMMENT

## Recorded Comment

**Name:** Ann Marie

**Address:**

**Phone:**

**Email:** [paul61sue65@aol.com](mailto:paul61sue65@aol.com)

**Date:** October 2, 2019

**Recorded By:** Steve Fiorentini

**Subject:** RIPTA Bus Changes

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have a few thoughts I would like to share with you:

1) I have been taking the bus on/off for 30 plus years.; I take the 60 bus (usually walk the rest of the way since I work across from the State house).; The timing used to be very convenient - I had 10 minutes to get to my bus to go home. For some reason a year ago, they changed the timing to 5 minutes earlier which makes it very difficult for me to catch my ride.; I don't mind waiting for the next bus if it comes on time (but at the time I take it, many times it is late).

2) I don't have a smart phone so am not sure I would be riding the bus after the changes.; Using cash & not getting transfers for free (if/when I need them in bad weather) would be a deterrent for me.; I don't take the bus every day so would not invest in a monthly pass. I probably take it 2-3 days per week.; I buy the 10 ride passes thru work.; I have several built up at the moment since I have been driving much of the summer due to the extreme heat.; What will happen to the ones I have left?; Do they do a buyback again?; Or can I use them till they are gone?

3) moving the buses to several hubs around the city - to me this makes no sense, especially for those who have to take a second or third bus.; I have a friend who has no car & relies on all different routes to get to work/due laundry/buy groceries & clothing, etc.; She has no choice but to take the bus.

4) an underground bus system - I would think Kennedy Plaza has enough bad activity, I would not want to wait for a bus underground.; This would be asking for trouble.

This is my information that I needed to share.

Please let me know that you have received this.

Thank you for your time & consideration.

Ann Marie



# **PUBLIC HEARING COMMENT**

## **Recorded Comment**

**Name:** Joseph Riccitelli

**Address:** None

**Phone:** 401-943-6116

**Email:** None

**Date:** 10/09/2019

**Recorded By:** Dahrah Draper

**Subject:** E-Fare Concerns

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**Joseph Riccitelli initially called with questions regarding the New Fare Structure. Mr. Riccitelli would like RIPTA to review all of the potential draw backs of introducing the E Fare System to the Public such as hacking.**

**Please ensure there is sufficient communication regarding the E-Fare System to the public.**

**Ensure the E-Fare System is convenient not an inconvenience to RIPTA riders.**

**Thoroughly review INIT Policies and Procedures prior to finalizing the contract.**



# PUBLIC HEARING COMMENT

Recorded Comment

**Name:** Anonymous

**Address:**

**Phone:**

**Email:** [meltedwings.kidicarus@gmail.com](mailto:meltedwings.kidicarus@gmail.com)

**Date:** September 18, 2019

**Recorded By:** Marketing

**Subject:** Discontinuation of 10 ride passes

I am heavily against the discontinuation to the 10 ride passes. I buy them for my boyfriend so that he can get to his job and I can't afford to buy him a monthly pass, and with the fare hike for the passes im wondering how I will give him a bus pass now. These discontinuations are a problem. Please consider your public's needs.

Sincerely,  
A RIPTA rider.



# PUBLIC HEARING COMMENT

Recorded Comment

**Name:** Esther Paris

**Address:**

**Phone:**

**Email:** [esther.p210@gmail.com](mailto:esther.p210@gmail.com)

**Date:** September 18, 2019

**Recorded By:** Marketing

**Subject:** RIPTA To Hold Public Hearings On Proposed Adoption Of New Fare Structure And Service Improvements

Hi

I LOVE the idea of Earn As You Go Wave Fare Structure. I really hate the fact that one needs a crystal ball now to determine if a monthly pass will be money well spent. Few things more aggravating than plunking down \$70 in anticipation of a month's commuting only to get sick and take 3 rides in the month!

Knowing that even if I pay per ride I'll never pay more than \$6/day or \$70/month is HUGE good news! If anything, that will increase ridership for bargain hunters.

I hope the older passes will still be honored. I have a bunch of 15-ride and 10-ride passes that I have misplaced. Plus a 1 Week Pass I got recently.

Thanks for any input you can offer.

Esther Paris



# PUBLIC HEARING COMMENT

Recorded Comment

**Name:** Richard

**Address:**

**Phone:**

**Email:** [hottotrot229@excite.com](mailto:hottotrot229@excite.com)

**Date:** October 2, 2019

**Recorded By:** Customer Service

**Subject:** Proposed Changes.

Do not change the 10 day rides or the \$1 transfer! What you do change is how many people ride for free. No one rides for free, the dregs and the welfare cases pay the full ride. Rhode Island gives away too much in social service funds to people who have no desire to go to work. What you are doing is setting them up to be dependent on others. People need purpose. The elected officials give you work fare recipients jobs to give the taxpayers money away to people who have no redeeming value as human beings.





# PUBLIC HEARING COMMENT

## Recorded Comment

**Name:** William Talbot

**Address:** North Smithfield

**Phone:** 401-766-9004

**Email:** [nw\\_travel\\_now@yahoo.com](mailto:nw_travel_now@yahoo.com)

**Date:** October 2, 2019

**Recorded By:** Steve Fiorentini

**Subject:** RIPTA Bus Changes

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To Whom It May Concern:

I will not be able to attend the RIPTA Public Hearings, but I want to voice my disappointment and disagreement with the proposed fare change for the new route 24X. I cannot believe that RIPTA would be raising the rates compared to other routes. This is not a fair decision. I strongly believe that the rate should be the same as other routes.

Growing up in the greater Fall River area, I have seen how Southeastern Massachusetts has been ignored by Boston. It is still the only part of Central and Eastern Massachusetts that does not have a commuter rail to Boston. Now after finally getting a long overdue bus connection to Providence, RIPTA is going to double the price for this route? I don't get it. Fall River is a very poor city. Do you think this is going to help ridership for a new bus service? To me it doesn't make sense and I am very disappointed.

I hope that you will look into this matter and change your proposed rate change back to \$2.00. Since your meetings are all in Rhode Island and Newport residents can take other buses to Providence, I'm pretty sure you will not get a lot of complaints. However, please be fair and keep the fare at \$2.00.

Sincerely,  
William Talbot



RHODE ISLAND PUBLIC TRANSIT AUTHORITY

2019 Public Hearings for Proposed Fare Structure and Service Improvements

September 19 – October 3, 2019



# Agenda

1. Wave Overview
2. Fare Changes
3. Service Improvements
4. Comment Period – Each commenter will be limited to three (3) minutes per person. Additional comments may be submitted in writing, either with the form provided at the sign-in table or by email at [marketing@ripta.com](mailto:marketing@ripta.com). All comments must be received by close of business on October 9, 2019.

# What is Wave?

Wave is RIPTA's convenient new smart fare collection system.

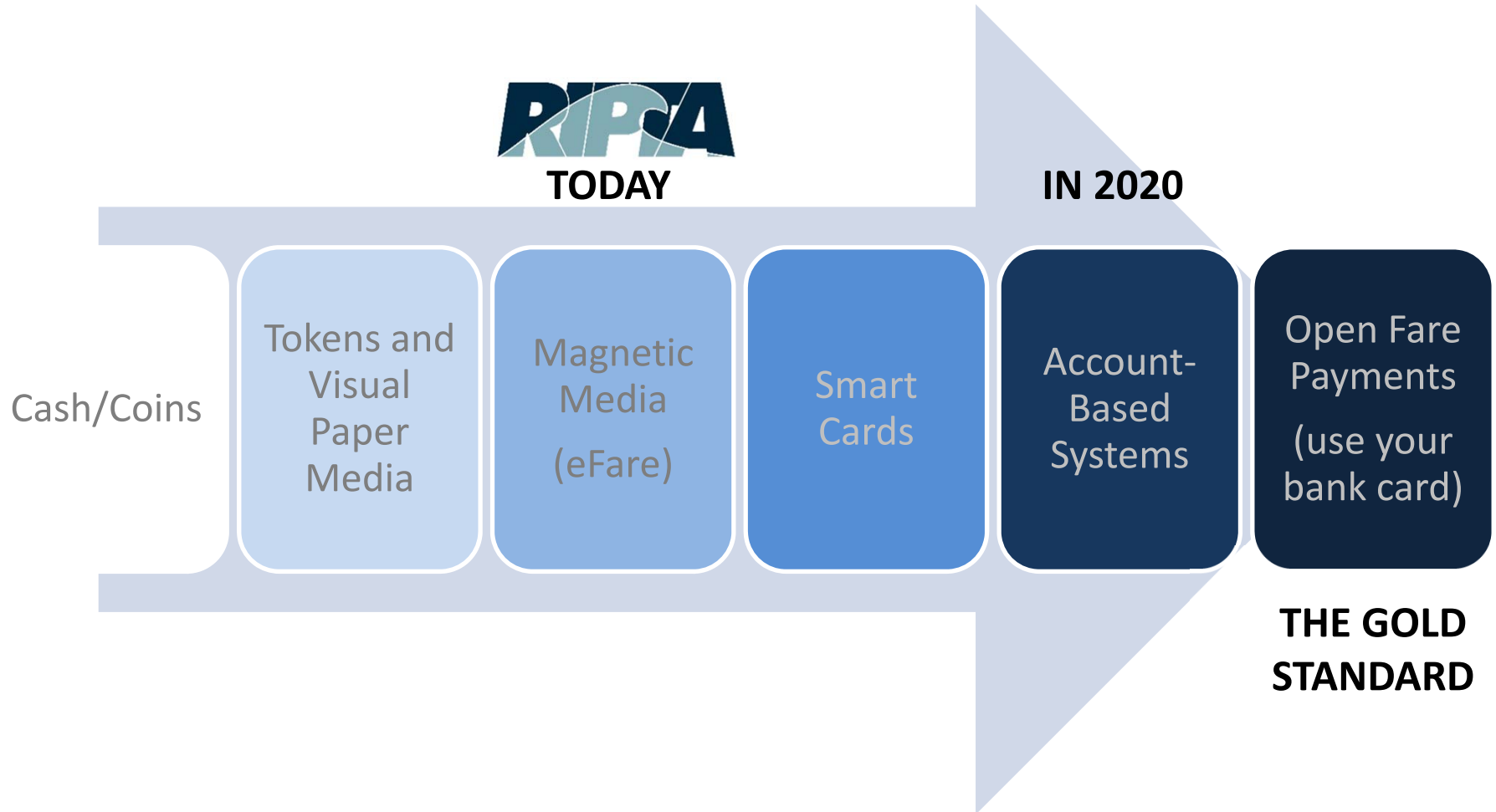
Riding RIPTA will be even easier with the use of a Wave smart card or your smart phone.

Wave is focused on accomplishing the following goals:

- Simplify RIPTA's fare products
- Improve reliability, efficiency, and accuracy
- Streamline the boarding process
- Introduce new products and sales outlets
- Introduce new fare technologies
- Establish an appropriate fare revenue goal
- Attract new riders to the system



# What is Wave?



# How do I use Wave?

## 1. Get a Wave card

- Cards will be available at RIPTA headquarters, at retail locations around the state, and at any of our staffed locations around the state
- Order it online
- Create a virtual Wave card for use directly from your smart phone

## 2. Register your card (optional)

- Account balance protection
- Earn As You Go
- Auto-reload features
- Track your trip history

## 3. Add funds to your card

- Use a credit/debit card through the Wave website
- Add cash at one of the many retail locations
- Download the Wave app to your smartphone and add funds there

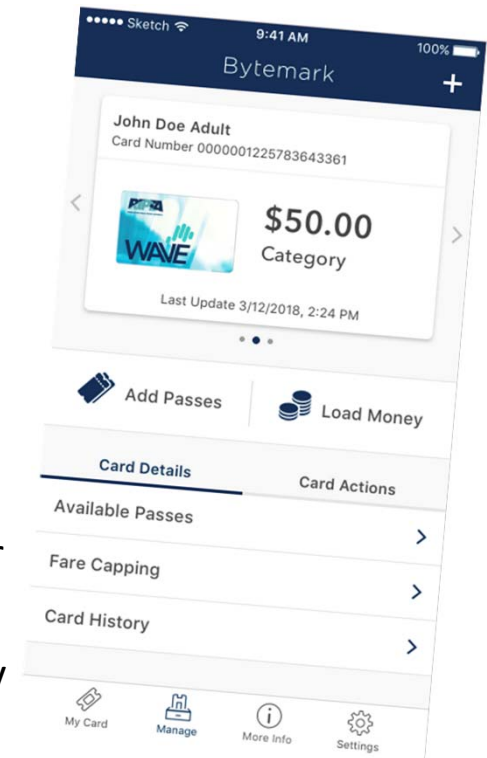
## 4. Ride RIPTA

- Tap your card or scan your smartphone screen when you board at the Wave reader
- Listen for the beep and look for the “Accepted” screen. Once you’ve paid, you can have a seat.



# Why should I ride with Wave?

- **Balance protection** – if you lose your registered Wave card, the balance is protected
- **Auto-reloads and account management** – features include tracking your own trip history
- **Faster boarding on the bus** – no more paper products that can get jammed up in the farebox
- **Automatic transfers** – Wave automatically knows when you're transferring and you don't need to ask the driver for a paper transfer
- **Earn As You Go** – Don't know how much you're going to ride in a day or in a month? You don't need to guess anymore. For registered Wave users, Wave tallies your fares paid in the background. When you reach the value of a 1-Day Pass (\$6.00) in a day, the rest of the day is free. When you reach the value of a Monthly Pass (\$70.00) in a month, the rest of the calendar month is free.





# Wave Fares

Changes proposed today are meant to:

- Maximize user benefit of Wave system
- Introduce new features to passengers to make riding RIPTA easier than ever before
- Transition away from paper-based fare collections







# Wave Fares

## Proposal:

- Earn As You Go will allow passengers to earn 1-Day and Monthly passes, instead of paying for pass products upfront

## Impacts:

- Earn As You Go ensures passengers receive the best available fare without needing to know their travel plans in advance

## Mitigation:

- Passengers can still elect to purchase 1-Day and Monthly passes if they choose through the Wave website or mobile app



# Wave Fares

## Proposed Change:

- Wave Fares will remain \$2.00 per trip, consistent with current base fare
- Free, unlimited 1-Hour Transfers will be included with every base fare
- Cash Fares will remain \$2.00 per trip, exact change only (farebox will not issue a Change Card)
- *Current transfers cost \$1.00 extra (\$3.00 total) and are good for 2 hours*

## Impacts:

- Passengers that currently travel within the 2<sup>nd</sup> hour of a transfer (25% of transfer usage) would have an increase of \$1.00
- Passengers that currently travel within the first hour of a transfer (75% of transfer usage) would have a decrease of \$1.00

## Mitigation:

- Earn As You Go will cap passengers' daily transit expense at the cost of a 1-Day Pass (\$6.00 or two round trips with a transfer under today's fare structure)



# Wave Fares

The \$5.00 activation fee will cover the cost of producing the smart card and mobile application security enhancements.

## Proposal:

- Wave card activation fee is \$5.00
- Wave mobile app activation fee is \$5.00
- Wave replacement card fee is \$5.00

## Impacts:

- Passengers must purchase a Wave card or the Wave mobile app as a one-time fee to utilize the Wave system.

## Mitigation:

- Free cards will be distributed as part of initial roll-out of Wave.
- Free virtual Wave cards (to use for the mobile app) will be allowed as part of the initial roll-out of Wave.



# Product Discontinuations

## Proposed Change:

- Discontinuation of the Cash Transfer, 10-Ride Pass, & 7-Day Pass

## Impacts:

- 7-Day Passes are RIPTA's most underutilized pass products, with approximately only 1% of pass product usage, with only 0.2% of all riders using this product as their best value

## Mitigation:

- Passengers can now receive free 1-Hour Transfers through Wave system
- Passengers can add \$20.00 of value to their Wave account, which will act similarly as current 10-Ride Pass
- RIPTA is creating a third-party retail network (350+) that will allow for cash reloads of Wave accounts.
- Earn As You Go will replace 7-Day Passes and will create better value for nearly all passengers who are frequent transit riders



# Special Fares

## Proposal:

- Routes classified as “Limited Service,” with an L route number will have a base fare of \$4.00 and a monthly pass price of \$140.00 (Route 24X will become Route 24L)
- Limited Service routes will not be eligible for fare capping

## Impacts:

- There is low impact to existing riders as pilot service was only recently launched on September 4, 2019. This service expands RIPTA to new market areas, and ridership is unable to be evaluated yet.



# Special Fares

## Proposal:

- Routes serving the Downtown Transit Connector (DTC) corridor (currently Routes 3, 4, 51, 54, 58, 62, and 72) will have a reduced fare of \$1.00 within the DTC zone (Providence Station to Hospital District Stop)
- Passengers must have a Wave card or mobile app to access discounted fares, and discounted fare is only provided if passengers utilize the Wave readers at DTC stations

## Impacts:

- There are no negative impacts to existing riders



# Service Improvements

## Proposed Changes:

- Routes 51, 54, & 72 will extend from Kennedy Plaza to Rhode Island Hospital along Dorrance St., Dyer St., and Eddy St.
- Routes 3 & 4 will extend from Kennedy Plaza to Providence Train Station along Exchange St.
- Route 54 will reroute to serve Providence Train Station to Kennedy Plaza
- Service on Route 72 will improve to 20-minute frequency between the hours of 6:00 am and 7:00 pm on weekdays (currently 30-minute frequency)
- Service on Route 3 and 4 will improve to 40-minute frequency between the hours of 5:00 am and 9:00 pm on weekdays (currently 60-minute frequency during mid-day hours)
- Service on Route 3 and 4 will improve to 70-minute frequency on Saturdays (currently 100-minute frequency)

## Impacts:

- Route 3, 4, 51, & 72 have been evaluated to be major changes with no adverse effects
- Routes 54, 58, & 62 have been evaluated to be minor changes

# Downtown Transit Connector







# Overall Impacts of Changes Presented

- All fare changes were evaluated for impacts to minority or low-income populations, in accordance with RIPTA's Title VI Program.
- A disproportionate burden or a disparate impact is determined when a change has a percentage differential of greater than 10% on minority or low-income riders.
- No changes presented today were evaluated to have a disproportionate burden or a disparate impact on minority or low-income riders.



# Comments

- Each commenter will be limited to three (3) minutes per person. Please state your name clearly and where you live for our note taker.
- Additional comments may be submitted in writing, either with the form provided at the sign-in table or by email at [marketing@ripta.com](mailto:marketing@ripta.com).
- All comments must be received by close of business on October 9, 2019.
- Copies of Fare Equity Analysis, Route Equity Analyses, and Neighborhood Impact Statement are available at sign-in table.
- RIPTA's Title VI program is available at [www.ripta.com](http://www.ripta.com).