A step-by-step guide for using the bus

Brought to you by the Rhode Island Public Transit Authority
HOW TO RIDE THE BUS...
RIPTA buses are an easy, reliable
and safe way to reach your
destination. Whether you're commuting
to work, shopping or visiting a
friend, a RIPTA bus is a stress-free,
comfortable and economical way
to get there.

Hey Carlos, I'd love to visit you on campus at
Rhode Island College. Can you show me how we
can get there by bus?

I can call RIPTA at
781-9400 and they'll
help us with routes
and schedules.

*The hearing impaired can call 711 or 800-745-5555

BUS SCHEDULES are also available
at the RIPTA office at
705 Elmwood Ave in Providence.
Pick one up at Kennedy Plaza
Intermodal Transportation Center,
the Newport Transportation &
Visitors Center, Amtrak Providence,
and the Pawtucket Blackstone Valley
Tourism Council.
A one-way trip costs $2.00, plus $1.00 for the transfer. I bought a 10-Ride Pass at the market. I'll insert it into the slot at the top left of the farebox.

I get a discounted fare because I'm a senior.* So my trip will cost $1.00 and my transfer will be .50¢. First I tap my Senior Reduced Fare Bus Pass against the farebox’s Smart Card Reader and show my bus pass to the driver. I'll put two dollar bills in the cash insertion slot and then I'll have .50¢ on a change card I can use for the return trip.

*Fare information details are on the “What’s It Cost?” page.
Go ahead and take that seat, Grandma... It's reserved for seniors.

That ride was comfortable. Here comes our stop.

Now we'll transfer to the other bus so we can get to Rhode Island College.

Now we'll use our transfers. I'm going to swipe the transfer through the farebox's swipe slot.

Number 92... That's our bus!

We're about a block away, so I'll pull the cord to let the driver know we want to get off.

*Transfers are good for 2 hours.
How To Read A Bus Schedule

Starting and ending points are marked on the map.

Transfer stations are marked with a "T" symbol and have the bus route numbers you can transfer to next to them.

The number and name of the bus route appears on the brochure cover and above the bus windshield.

Find times the bus will be at a specific stop here. If your stop is not shown, estimate the time from the stops before and after.

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

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

THE RULES FOR RIDING

Leave front seats open for seniors and people with disabilities.

Radios may be used with headphones only.

Fold strollers and carriages before boarding and don’t block the aisle with personal items.

Standing is permitted only behind the yellow line.

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

Animals are not permitted (except for service animals).

Board the bus through the front doors and exit through the back. Always use pedestrian crosswalks, look both ways and don’t block spaces reserved for wheelchairs.

Always take your personal belongings. Never touch abandoned or suspicious packages! Notify the bus driver immediately.
RIPTA offers a variety of fare products depending on your travel needs. A Customer Service Agent (CSA) can help you decide which fare product is right for you.

**FARES: $2.00**
The cost for a regular service bus ride. Just feed **flat, unfolded** bills ($1, $5, $10 & $20 bills only) into the insertion slot, or deposit coins **(one at a time)** into the coin cup. Drivers cannot make change. Change cards are issued by e-farebox.

**TRANSFERS: $1.00**
Tell the driver you want a transfer **before** you pay. They're issued by the farebox and are valid for unlimited travel for two hours from time of purchase on any bus.

Seniors and people with disabilities receive reduced fare during off-peak hours with their RIPTA REDUCED FARE BUS PASS or Medicare Card.

**SENIORS / DISABLED: $1.00 (Off Peak) TRANSFERS: .25¢ (Off Peak)**
Low income seniors and people with disabilities can qualify for a No Fare Bus Pass.

**DAY PASS $6.00**
Good for 24 hours from time first issued. Valid for unlimited bus and trolley rides. Purchase onboard. Before paying, tell the bus driver you want a one-day pass. Then just swipe the card in the swipe slot.

**MONTHLY PASS $70.00**
Calendar month. Good for unlimited, statewide travel on RIPTA buses, trolleys and FlexService. Swipe in the slot at the top right of e-farebox.

**10 RIDE PASS $26.00**
Valid for 10 one-way trips including one transfer per trip. Insert in card insertion slot. No expiration.

**CHANGE CARD** - Issued by the farebox with a .25¢ minimum and a $18.50 maximum balance good toward a future ride. Not redeemable for cash. No Expiration. Good until used. When a change card has too much writing on it and can no longer fit additional text, the farebox will write "REMAINING VALUE ON NEXT CARD" on the bottom, and a second card containing the remaining value will immediately pop-out.

**CHILDREN** - Under five years old ride free when accompanied by an adult (limit of three children per adult).

*On sale at Kennedy Plaza, Shaws, Stop and Shop & Eastside Marketplace  **On sale at Kennedy Plaza and Eastside Marketplace
Reduced Fare Bus Pass Program for Seniors and People with Disabilities

- RIPTA offers a special Reduced Fare Bus Pass Program for qualified seniors and people with disabilities. Bus passes are available to seniors and other qualified individuals with valid documentation. Senior citizens (age 65 or over) and people with disabilities may travel on RIPTA for half-fare during non-peak service hours. Just show your Medicare card to the driver or tap your RIPTA Reduced Fare Pass on the farebox to be eligible for this reduced fare.
- Seniors and people with disabilities may ride for half-price with a RIPTA Reduced Fare Pass during non-peak service hours and all any time of day on weekends.
- Seniors and people with disabilities pay full fare during RIPTA peak service hours (7am – 9am and 3pm – 6pm) on weekdays and pay half fare all other times when they present a RIPTA Reduced Fare Pass or Medicare Card.
- Qualifying low-income seniors and people with disabilities may ride for any time of day with a RIPTA Valid All Day Reduced Fare Pass.
- Bus passes for seniors will cost $10 in 2017 and are valid for 2 years.

Do I Qualify?

Seniors
If you are 65 years of age and older, you automatically qualify for a RIPTA Reduced Fare Bus Pass when you present photo identification with proof of age. Senior RIPTA Valid All Day Reduced Fare Passes are based on low income qualifications.

People with Disabilities
To receive a RIPTA Reduced Fare Bus Pass, you must present proof of identity as well as a Medicare Card with Disability Code, Social Security Disability Award Letter or a Department of Veteran Affairs Letter (with disability rating at or above 40%). To receive a RIPTA Valid All Day Reduced Fare Pass, you must meet low income qualifications.

Visit RIPTA.com or call 401-784-9500 x1604 for the full eligibility process.

Where Do I Apply for my RIPTA Reduced Fare and Valid All Day Reduced Fare Pass?
Visit the RIPTA Photo ID Office, located in the Kennedy Plaza Intermodal Transportation Center in Downtown Providence on Monday or Wednesday or RIPTA Headquarters, 705 Elmwood Avenue, Providence, RI on Tuesday and Thursday. The hours of operation for both offices are 9am – 12pm and 1pm – 4pm.

Community Site Visit Schedule
Every week, RIPTA’s Photo Identification staff travel to communities throughout the state to provide bus passes to qualified seniors and individuals with disabilities, who are unable to get to our offices in Providence. The Photo ID Office will be closed all day every Friday to provided photo identification “road trip” services around the state. Call Customer Service or visit RIPTA.com to find out if there is a road trip scheduled near you!

For further information on how to qualify for RIPTA’s Reduced Fare Bus Pass Program for Seniors and People with Disabilities, customers can call 401-784-9500, ext. 1604 or visit RIPTA.com.
Providing access to service for people with disabilities is a priority for RIPTA! All RIPTA Vehicles comply with the Americans with Disabilities Act and have wheelchair lifts and ramps that can accommodate approximately 600 lbs. Bus operators are trained in the operation of the lifts and can help passengers with disabilities.

O.K. Sir. You're safe to come in.

I'll release these straps when you get off.

Thanks for helping me with my seatbelt, too.

My stop is coming up, so I'll push the bar on the back of the folded seats to let the driver know.
For people with disabilities that prevent the use of fixed-route buses, RIPTA offers paratransit service through The RIde Program, as required by the Americans with Disabilities Act (ADA) of 1990. Contact RIde at 461-9760 for an ADA application or with questions about ADA service.

ADA Paratransit provides door to door service and requires advance reservations. All trips must start and end within ¼ of a mile of a regular RIPTA bus route.

Who's Eligible?
- Anyone whose disability prevents the use of a regular wheelchair-lift or ramp equipped bus.
- Anyone whose disability prevents travel to or from bus stops.

How Do I Arrange For A Ride?
- Call RIde at 461-9760.
- Be prepared with the necessary information including your name, the exact address of your starting point and destination, and your appointment time.

What's It Cost?
RIde ADA fare is $4.00 each way.

Where Can I Go?
- Medical appointments
- Shopping
- Movies
- Hairdresser
- Anywhere you want within the ¼ mile ADA corridor!

For more information on ADA paratransit service, call 461-9760.
The backbone of public transit bus service in Rhode Island is based on the regular operation of buses along designated routes with specified stops. Information on these routes, which are called Fixed Routes, is provided by public schedules.

**Flex Service**
Neighborhood service that costs the same as regular service. Connecting to standard bus routes; now available on weekdays in Coventry, Kingston, Narragansett, Pascoag, Slatersville, South Aquidneck, West Warwick, Westerly and Woonsocket. Call 401-784-9500, ext. 1220 for more information.

**RIPTA MISSION**
To provide safe, reliable and cost effective transit service with a skilled team of professionals responsive to our customers, the environment, and committed to transit excellence.

**USEFUL NUMBERS**
- Customer Service & Schedule Information: 781-9400
- TDD RI Relay: 1-800-745-5555 or 711
- Lost & Found: 784-9500 x1133
- Photo ID Office: 784-9500 x1604
- Flex Service Reservation Line: 1-877-906-FLEX (3509)
- RIde Program: 461-9760
- Reduced Fare Bus Pass Program For Seniors & People with Disabilities: 784-9500 x1604
- Commuter Resources: 784-9575
Emergency Ride Home
When an emergency arises, this program gives carpoolers a free taxi ride that takes the hassle out of carpooling.

U-PASS
We provide transportation information for students at participating schools that provide free or discounted fares on RIPTA.

ECO-PASS
Employers can offer an electronic pass for unlimited use on RIPTA buses, trolleys, and Flex routes.

VANPOOL
NEW vanpool program provides a $300 monthly group discount for employees forming vanpools with V-RIDE.

Contact us today and we’ll help you rethink your ride!
401-784-9575 • commuter@ripta.com
SAVE GAS.
SAVE MONEY.
SAVE THE WORLD.

TRY TRANSIT

EXPLORE

YOUR COMMUTING OPTIONS!

RIPTA • Vanpool • Carpool Matching • Park & Ride Rack & Ride • EcoPass • Commuter Rail & More!

Call (401) 784-9575, e-mail commuter@RIPTA.com or visit www.RIPTA.com today for more information!