

## FLEX SERVICE

Flex Service is travel on your time and in your neighborhood. **Created to provide riders with on-the-spot service, you can use it in 2 ways:**

1. Board at a Scheduled Flex Stop
2. Reserve Your Ride

### First Time Using Flex?

We're here to help. Call us at **1-877-906-3539** or **401-784-9500, EXT. 1220**. Or, for deaf or HOH consumers, call **401-222-5300**.

#### Flex Office Hours:

8:30 AM–4:30 PM, Monday–Friday

### Reserved Rides

Call us to reserve a ride. See information panel for phone numbers.

We will pick you up and drop you off at any address within the Flex Zone.

#### Remember:

- You **MUST** call **24-hours in advance** to reserve a ride for pick-ups and drop-offs.
- Reservations are **LIMITED** and accepted on a first come, first served basis.
- Flex Drivers **CANNOT** accept reservations.

### Scheduled Flex Stops

Find one of our designated Flex Stops and hop on!

If you are within a Flex Zone but cannot reach a designated Flex Stop, please call us at the previously mentioned number.

#### Remember:

- Once on board, you can request any destination within that Flex Zone.
- You can board at a Scheduled Stop without a reservation, but if you want to be picked up from where you were dropped off you **MUST** have made a reservation.



### RIPTA Cash Fares\*

**Full Fare • Tarifa Básica..... \$2.00**

Children under 5 ride free when accompanied by an adult.

Children under 12 years old must be accompanied by an adult.



### RIPTA Wave Fares

Available as either a smart card or within the RIPTA app, Wave is the contactless, convenient way to ride.

**Full Fare • Tarifa Básica**

(1 hour of unlimited rides)..... **\$2.00**

**Day Pass • Pase de día..... \$6.00**

**Monthly Pass • Pase Mensual..... \$70.00**

Visit [RIPTA.com/wave](http://RIPTA.com/wave) for more information.

RIPTA offers a **Reduced Fare Bus Pass Program** for Seniors, People with Disabilities, and Medicare Card Holders. Please visit [www.RIPTA.com](http://www.RIPTA.com) for details.

RIPTA ofrece un **Pase de Tarifa Reducida** a los Adultos Mayores, Personas con Discapacidades y cualquier persona con una una Tarjeta de Indentificación de Medicare. Para más información, visite [www.RIPTA.com](http://www.RIPTA.com).

\* Subject to Change

## 231 FLEX VAN

Regularly scheduled stops at 6 convenient locations:

- 1 Newport Visitors Center
- 2 Thames St & Lee Ave
- 3 Rose St & Carroll Ave

By request, the 231 Flex Van will serve these and other locations in Newport and Middletown:

- Department of Human Services
- Newport City Hall
- Aquidneck Medical
- Stop & Shop
- Newport Green
- Rogers High School
- Middletown High School
- Aquidneck Industrial Park
- Newport Community Mental Health
- Cliff Walk (North End)

### Holidays

The 231 Flex will not operate on the following holidays:

- New Year's Day
- Dr. Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Victory Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving Day
- Christmas Day



## INFORMATION

### FLEX HOURS OF OPERATION

Monday—Friday 6:45am-5:12pm: every 90 min

Saturday 8:45am-4:45pm: every 90 min

Sun / Holidays: NO SERVICE

Custom drop-off upon request

Custom pick-up with advance reservation

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[facebook.com/RideRIPTA](https://facebook.com/RideRIPTA)

**Follow Us on Twitter**  
[Twitter.com/RIPTA\\_RI](https://twitter.com/RIPTA_RI)

**CustomerRelations@RIPTA.com**

**RIPTA.com**

**1-877-906-Flex (3539)**  
**401-784-9500, ext. 1220**

**401-222-5300 (Deaf/HOH consumers)**



RIPTA is fully compliant with the requirements of the Americans with Disabilities Act (ADA)



**Legend**

- Newport Flex Zone (Orange square)
- Middletown Flex Zone (Light orange square)
- Bus Route Number (Orange circle with number)
- Scheduled Stops (Orange circle with number)
- Fare Products (Orange rectangle)
- Landmarks (Grey square)
- Fixed Routes (Orange line)
- Transfer (Orange square with 'T')
- Travel Hub (Orange circle with 'H')

### SCHEDULED STOPS

Timepoint	1	2	3
TRANSFER	Newport Visitors Center Hub	Thames & Lee	Rose & Carroll
AM	7:55	8:02	8:10
	9:55	10:02	10:10
PM	11:55	12:02	12:12
	1:55	2:02	2:10
	3:55	4:02	2:10