

A row of white public transit buses parked in a garage. The buses are viewed from the front, showing their large windshields and side mirrors. The scene is dimly lit, with the primary light source coming from the front, creating a silhouette effect on the buses' bodies. An orange horizontal bar is positioned across the middle of the image, partially obscuring the buses. Below this bar, a dark teal section contains the report title.

RHODE ISLAND PUBLIC TRANSIT AUTHORITY

OCTOBER 2021

MONTHLY FINANCIAL AND OPERATIONAL REPORT
BOARD OF DIRECTORS MEETING

RHODE TO RIPTA

HIRING OUTREACH

RIPTA continues to work with partner agencies as we look for qualified candidates for a variety of open positions - including drivers, mechanics and utility workers. On September 18, we were at a job fair sponsored by the Capeverdean American Community Development of RI. Of the 40 attendees, 11 engaged with RIPTA staff.

TRAVEL TRAINING

RIPTA empowers senior citizens and people with disabilities to ride the bus independently through our travel training program. Our transit specialists provide personal, step-by-step instruction to on how to effectively ride RIPTA, giving passengers the skills, confidence and independence to get where they need to go. On September 27, RIPTA visited the Providence Transition Academy where they presented RIPTA's "How to Ride Guide" and took students and teachers on a bus ride to Kennedy Plaza.

RIDER SURVEY

RIPTA ridership surveys are now underway! RIPTA staff is currently conducting on board surveys to randomly selected passengers to solicit feedback. Surveys will continue through early November. More information is available at [RIPTA.com/RiderSurvey](https://ripta.com/RiderSurvey)

PINEAPPLE PASS PROGRAM

RIPTA, in collaboration with the Rhode Island Hospitality association, with funding provided by the Rhode Island Department of Labor and Training as part of Back to Work RI, launched the Pineapple Pass Program— a joint venture that aims to get members of the hospitality industry back work. The program and funding allows for a specific number of preloaded RIPTA Wave smart cards to be handed out directly to hospitality workers. Through the program, the smart cards will allow unlimited travel on RIPTA's statewide system through December 30, 2021.

snapshot:

*Provided travel training to
32 students and 6 faculty*

*2,130 surveys completed in English
200 surveys completed in
another language*

*56 Pineapple Pass participants
have taken 855 rides to date*



Kevin Perry

Principal Analyst

Kevin Perry recently provided exemplary customer service. He went the extra mile to ensure a passenger knew how to use and reload a Wave smart card. This woman was unsure Wave would work for her, but now she loves it.



Employee **SPOTLIGHT**

Kevin Perry has been with RIPTA for over 12 years. He oversees RIPTA'S farebox and smart card system and related equipment as well as the Wave mobile app and all fare collection software. He manages contracts and acts as direct liaison for all bulk purchaser programs. Kevin is responsible for reporting ridership and revenue to various RIPTA Departments, external partners, and the Federal Transit Administration. He recently managed – and launched - the integration of Wave, RIPTA's new smart fare collection system.



SOCIAL MEDIA

BEING SOCIAL DRIVES OUR COMMUNICATION

Passengers look to Facebook and Twitter for updates that directly affect them. Marketing utilizes these cost-effective platforms to communicate directly with our audience, while also increasing the appeal of non-automotive travel choices.



SNAPSHOT

Twitter: 4,713 followers

Facebook: 8,696 fans

COMMENDATION

“I think RIPTA has done a great job of making the Wave card accessible to everyone including those of us who are technologically challenged. ”

- Elaine H.



This report reflects the FY 2022 Budget as approved by the Board of Directors in September 2020.

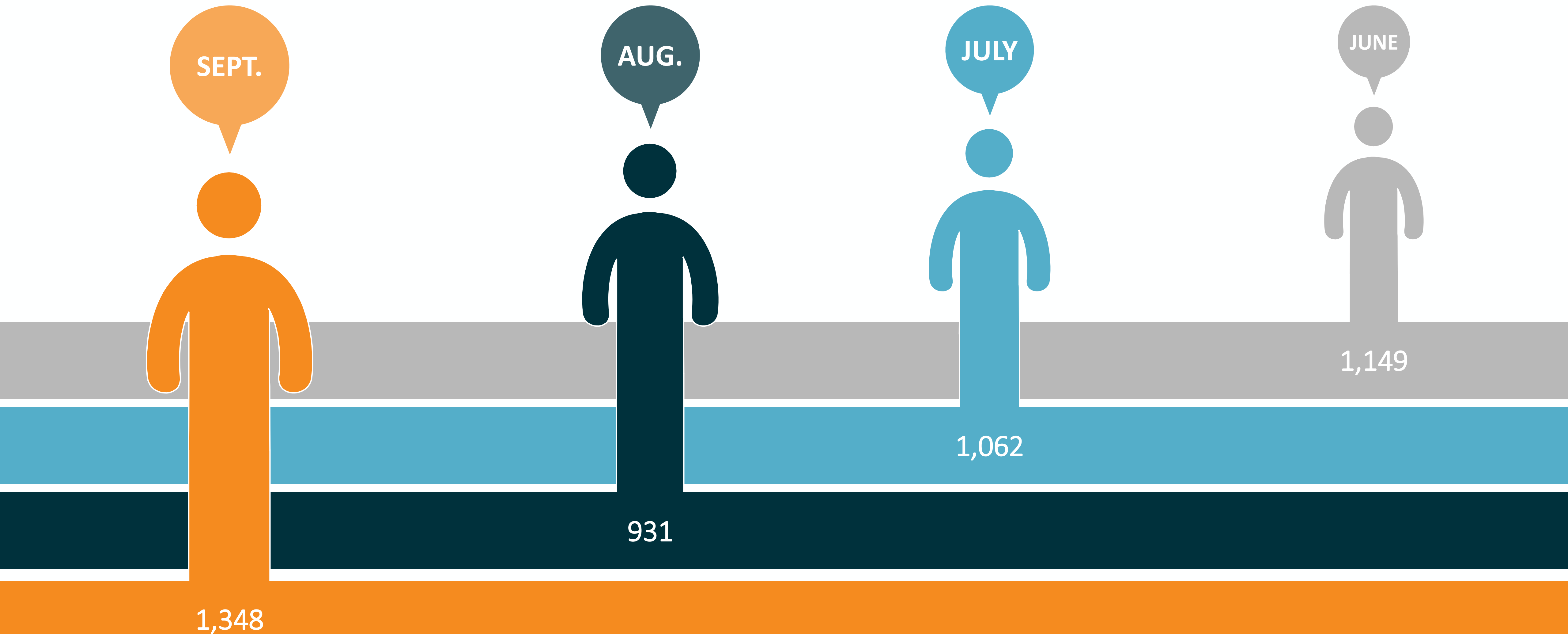
If the FY22 Revised Budget is approved by the Board in October, the financials will be updated to reflect the revised plan.

Operating Financial Statements: September FY 2022

| Budget-Actual FY 2022 | Monthly | | | | Year To Date | | | |
|-----------------------------|---------------------|---------------------|--------------------|--------------|---------------------|---------------------|----------------------|---------------|
| | Current Year | | | | Current Year | | | |
| | Budget | Actual | VAR \$ | VAR % | Budget | Actual | VAR \$ | VAR % |
| Federal Subsidies | \$2,780,135 | \$2,244,124 | (\$536,011) | -19.3% | \$8,340,406 | \$4,628,058 | (\$3,712,349) | -44.5% |
| Federal Subsidies-CARES Act | \$887,845 | \$2,363,812 | \$1,475,967 | 166.2% | \$2,663,534 | \$5,170,545 | \$2,507,011 | 94.1% |
| State Subsidies | \$3,626,567 | \$4,054,634 | \$428,067 | 11.8% | \$10,880,799 | \$11,042,205 | \$161,406 | 1.5% |
| Other Revenue | \$1,156,964 | \$452,706 | (\$704,258) | -60.9% | \$3,469,824 | \$1,568,949 | (\$1,900,875) | -54.8% |
| Passenger Fares | \$998,320 | \$862,436 | (\$135,884) | -13.6% | \$2,772,937 | \$2,100,729 | (\$672,208) | -24.2% |
| Third Party Fares | \$1,390,049 | \$1,434,489 | \$44,440 | 3.2% | \$3,073,746 | \$2,796,587 | (\$277,159) | -9.0% |
| Special Project Revenue | \$0 | \$0 | \$0 | 0.0% | \$0 | \$0 | \$0 | 0.0% |
| Total Revenue | \$10,839,880 | \$11,412,201 | \$572,321 | 5.3% | \$31,201,247 | \$27,307,073 | (\$3,894,173) | -12.5% |
| | | | | | | | | |
| | Budget | Actual | VAR \$ | VAR % | Budget | Actual | VAR \$ | VAR % |
| Salaries & Fringe Benefits | \$8,827,018 | \$6,920,826 | \$1,906,191 | 21.6% | \$22,950,246 | \$21,541,369 | \$1,408,876 | 6.1% |
| Contract Services | \$873,043 | \$234,464 | \$638,580 | 73.1% | \$2,619,130 | \$230,059 | \$2,389,072 | 91.2% |
| Operating Expense | \$1,674,329 | \$1,605,042 | \$69,286 | 4.1% | \$5,025,470 | \$4,682,035 | \$343,435 | 6.8% |
| Utilities | \$115,406 | \$146,991 | (\$31,585) | -27.4% | \$348,556 | \$264,543 | \$84,012 | 24.1% |
| Capital Match & Repayment | \$113,705 | \$131,346 | (\$17,641) | -15.5% | \$341,116 | \$131,346 | \$209,769 | 61.5% |
| Debt Service | \$113,523 | \$0 | \$113,523 | 0.0% | \$340,569 | \$0 | \$340,569 | 0.0% |
| Special Projects | \$0 | \$0 | \$0 | 0.0% | \$0 | \$0 | \$0 | 0.0% |
| Total Expenses | \$11,717,024 | \$9,038,670 | \$2,678,354 | 22.9% | \$31,625,086 | \$26,849,352 | \$4,775,734 | 15.1% |
| | (\$877,144) | \$2,373,531 | \$3,250,675 | | (\$423,840) | \$457,721 | \$881,561 | |

40,452 Passengers Trips Per Hour

FIXED-ROUTE



TOTAL RIDERSHIP

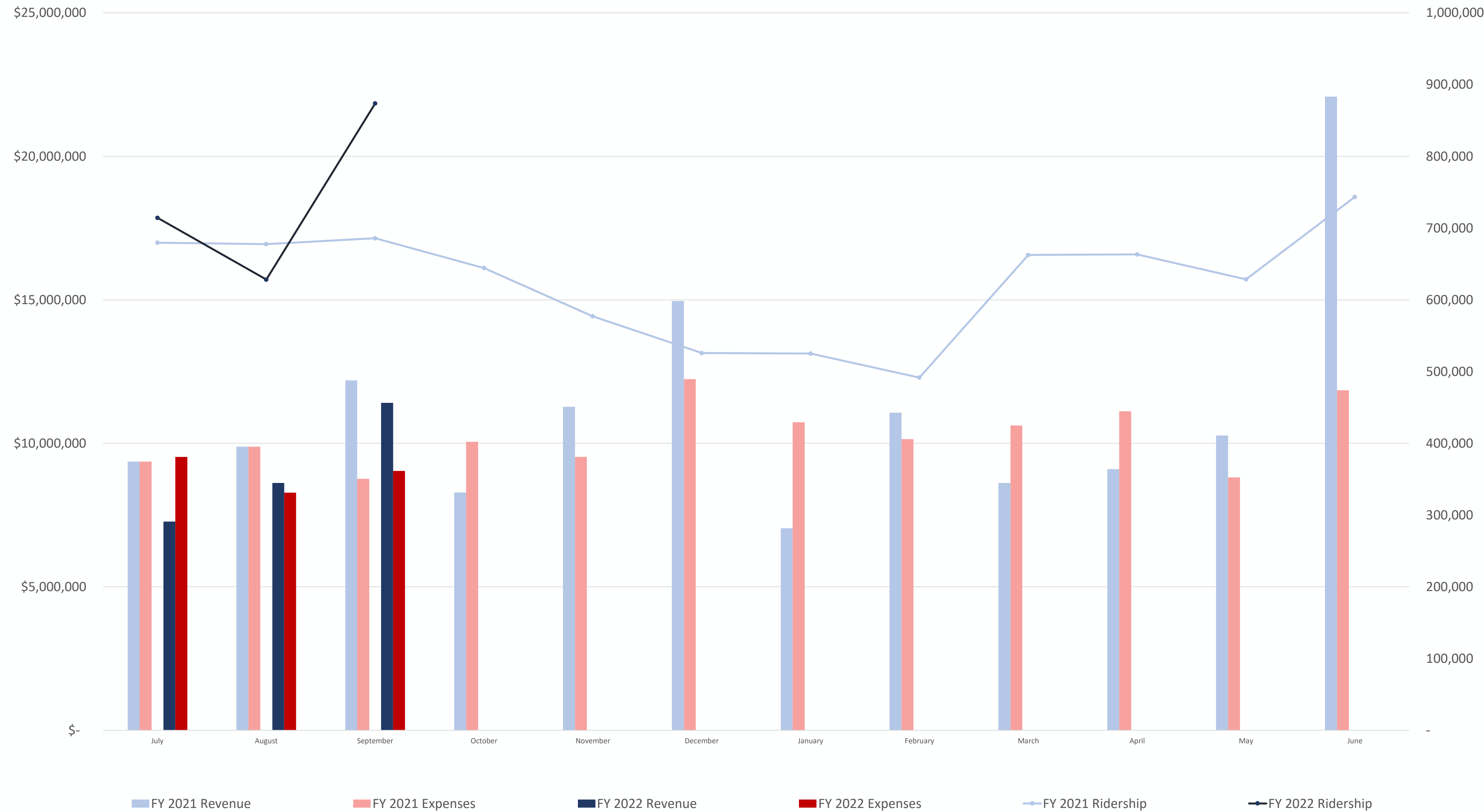
873,809

This is a 40.00% increase from last month. This is a 22.55% increase from same month last year.

TOTAL RIDERSHIP

| FIXED ROUTE | | |
|---------------------------|---------------------------|----------|
| Sep 21 ridership | Sep 20 ridership | % Change |
| 849,512 | 693,216 | 22.55% |
| FY22 Cumulative Ridership | FY21 Cumulative ridership | % Change |
| 2,146,893 | 2,018,910 | 6.34% |
| FLEX | | |
| Sep 21 ridership | Sep 20 ridership | % Change |
| 4,457 | 3,569 | 24.88% |
| FY22 Cumulative Ridership | FY21 Cumulative ridership | % Change |
| 12,509 | 9,784 | 27.85% |
| RIDE | | |
| Sep 21 ridership | Sep 20 ridership | % Change |
| 19,840 | 15,349 | 29.26% |
| FY22 Cumulative Ridership | FY21 Cumulative ridership | % Change |
| 56,992 | 41,592 | 37.03% |

MONTHLY PERFORMANCE OVERVIEW



CUMULATIVE PERFORMANCE REVIEW

