



Statewide Paratransit Expansion Study

Introductory Meetings

September 20, 2022

September 21, 2022



RIPTA Staff

- Greg Nordin, Chief of Strategic Advancement
- Brooks Almonte, Executive Director of Ride Paratransit Services
- Chris McKenna, Director of Quality Assurance, Ride Paratransit Services
- Sarah Ingle, Director of Long-Range Planning
- Joelle Kanter, Planner, Human Services Transportation
- Julia Evelyn, Planner

Consultant Team

- Bill Schwartz, AICP, Project Manager (Nelson\Nygaard)
- David Koffman (Nelson\Nygaard)
- Evan Mancini (Nelson\Nygaard)
- Russell Thatcher, Paratransit Specialist (Thatcher Consulting)
- Anne Galbraith, AICP, Facilitator (ASG Planning)



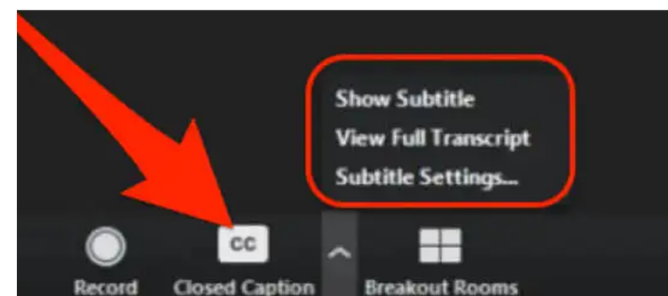
Agenda

- 1 Participation Instructions
- 2 Study Introduction
- 3 Breakout Groups
- 4 Wrap Up and Next Steps

How to Participate

Zoom video participants

Click **Closed Caption/Show Subtitles** to turn on Captioning during the presentation

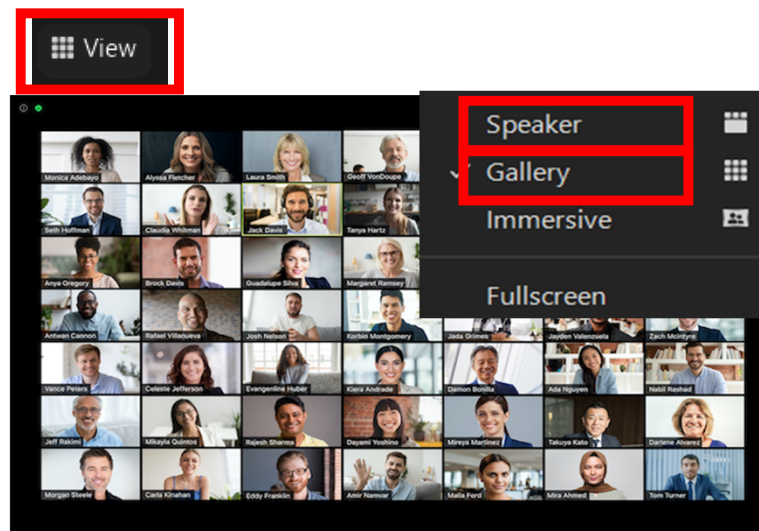


Select **View** to change what you see on screen

- Top right on a PC or Mac
- Upper left on iPad

Click **Speaker** to see the speaker and slides

Click **Gallery** to see all participants



How to Participate

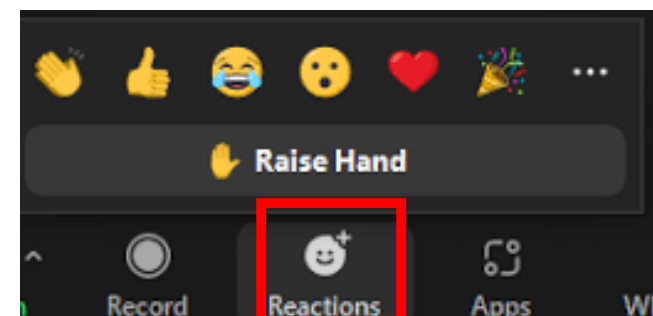
After a short presentation, we will invite you to join a **Zoom Breakout Room** for discussion.

Zoom video participants

Go to: **Reactions / Raise Hand** if you wish to speak

Be sure to **Unmute**. **Lower Hand** when done speaking.

Click **Closed Caption/Show Subtitles** again, if desired



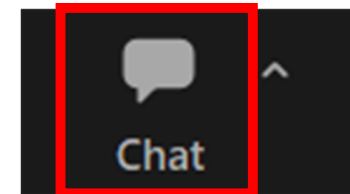
Phone participants

Press *6 to mute/unmute and *9 to raise hand

How to Participate

Use **Chat** to:

1. To speak with **the Meeting Hosts** about a technical problem for which you need help.
2. To share a comment or question **with Everyone**





Introduction to the Study

FY 2023 State Budget

\$75,000 [of the gasoline tax] is appropriated for [RIPTA] to **study current operations** and paratransit bus services and to **design of a statewide program** that addresses the **transportation needs of seniors and individuals whose disability prevents independent use of the fixed route system** and **who do not fall within [$\frac{3}{4}$ mile] of a fixed route** as required by ADA...This study must include **input from riders with disabilities, seniors, and the Human Services Transportation Coordinating Council**...On or before **January 1, 2023**, [RIPTA] must submit a report to the speaker of the house and the president of the senate summarizing the study and **design of a statewide program**, including **cost estimates** for the implementation and ongoing service that address the transportation needs of seniors and individuals with disabilities.

Project Timeline

Time	Tasks
September	Compile data, conduct interviews, hold public listening sessions, document initial findings
October	Develop alternative service designs, demand and cost estimates, and note advantages and disadvantages; seek additional public feedback
November-December	Prepare and finalize project report
January 1, 2023	RIPTA report to R.I. legislature

Purpose of This Meeting

- Introduce the study
- Learn how Ride and other services are working for you today
- Learn about what aspects of expanded paratransit service are most important to you



RIPTA Services

Services Overview

- RIPTA is Rhode Island's statewide public transit authority, serving 36 of the state's 39 cities and towns through a combination of services:
 - Fixed-route buses
 - Flex service
 - Ride paratransit program



Fixed-Route Bus Service

- Buses regularly operate along designated routes with specified stops.
- All fixed-route buses are accessible and can accommodate two riders using wheelchairs.



Flex Service



- Flex provides local service within its zone as well as connections to RIPTA's network of statewide service.
- Passengers have the option of boarding the 16-passenger Flex van at a scheduled stop or choosing their own pickup or drop-off point within the designated Flex zone.
- Reservations for pickups are required 24 hours before travel.



- 203 | URI/Narragansett/South Kingstown Flex
- 204 | Westerly Flex
- 231 | South Aquidneck Flex
- 242 | West Warwick /Coventry Flex
- 281 | Woonsocket/Manville Flex
- 282 | Pascoag/Slatersville Flex

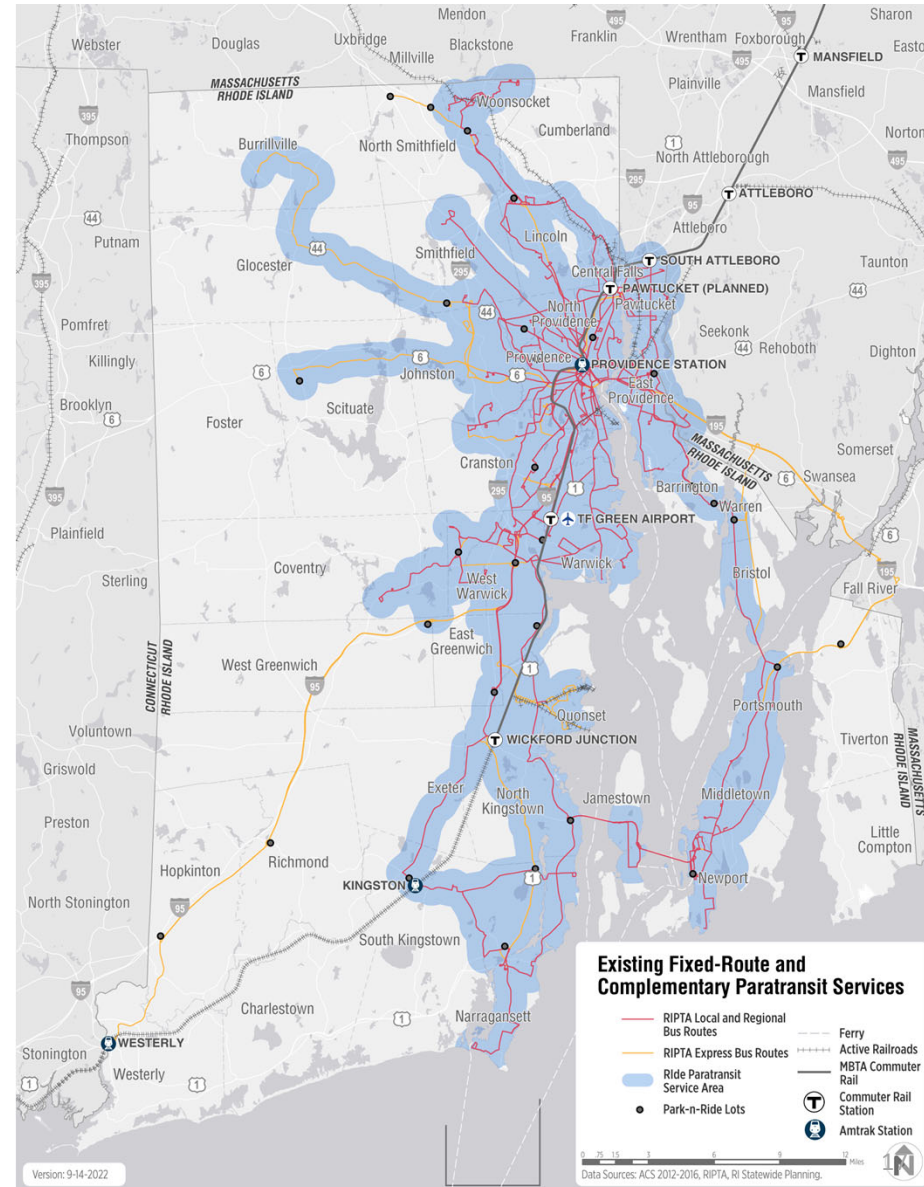
Ride Service

- Ride is RIPTA's paratransit service provided in accordance with the Americans with Disabilities Act (ADA) for people whose disabilities prevent independent use of fixed-route buses or travel to or from bus stops.
- Qualifying individuals must apply for eligibility.
- Reservations are required the day prior to travel between origins and destinations falling within $\frac{3}{4}$ mile of RIPTA fixed-routes and during the same hours that the fixed-route buses operate.



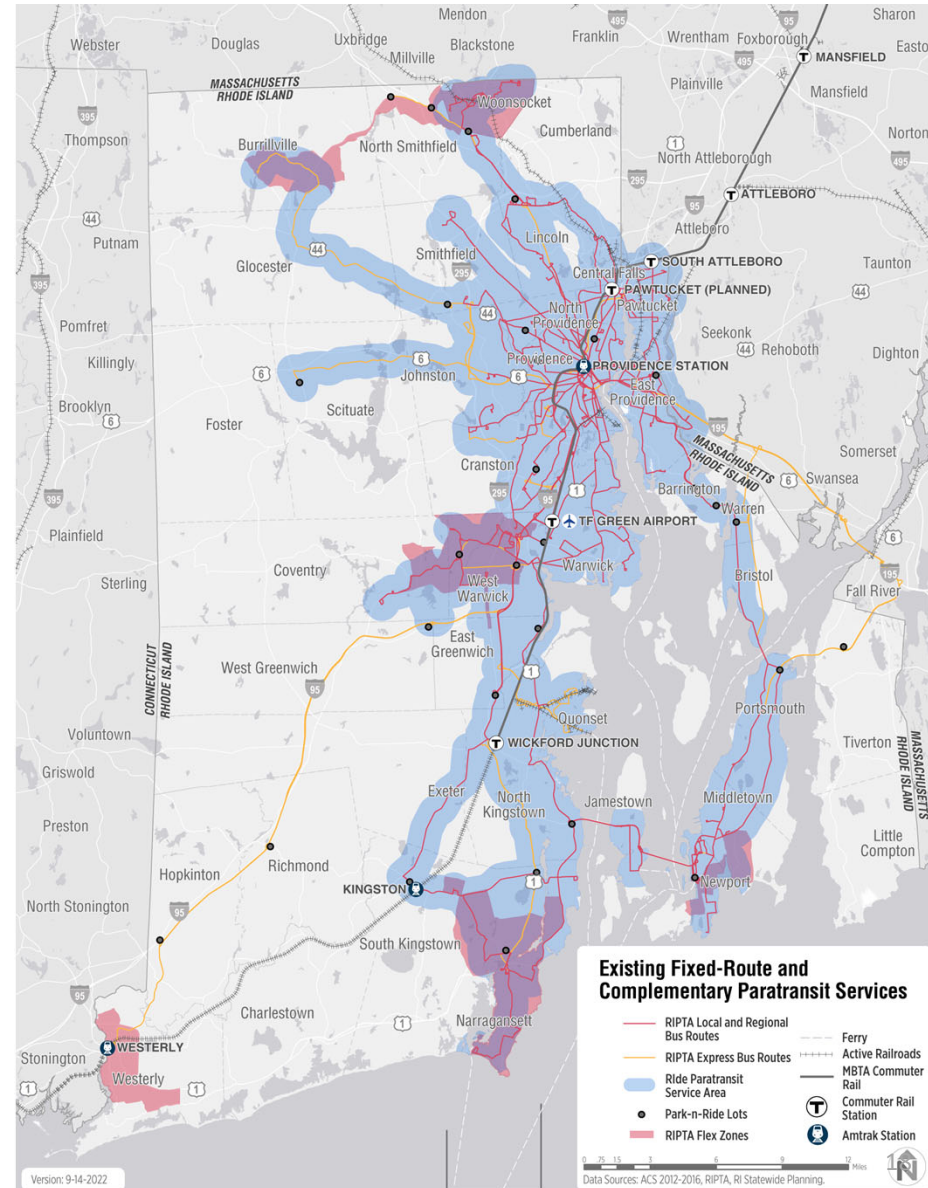
Peak Weekday Ride Service Area

Additional maps in development



Peak Weekday Service Area & Flex Zones

Additional maps in development





Other Transportation Services

Other Services

- Local Senior Shuttles
 - Offered at the community level for older adults and people with disabilities
 - Being inventoried in the RI Public Transit Human Services Coordinated Transportation Plan
 - Will be described (with contact information and links) on RIPTA’s website soon
- RI Elderly Transportation Program (ETP)
- Medicaid Non-Emergency Medical Transportation (NEMT)



Elderly Transportation Program

- Available to all residents 60 or older
- Managed by Office of Healthy Aging (state funded)
- Operated by MTM (contractor)
 - Includes accessible and contracted sedan services
- Provides transportation to and from medical appointments, adult day care, meal sites, dialysis/cancer treatment and the Insight Program
 - \$2 fare
- Medical trips require reservations 2 business days prior to appointment day



Elderly Transportation Program (ETP)

Curb-to-curb transportation for older adults (60+) to various community services. These services are for those individuals without any other means/access to transportation.

[Learn More](#) 

Medicaid NEMT

- Funded by Medicaid program (low-income)
- Managed by Department of Health and Human Services
- Operated by MTM (contractor)
- Provides free transportation to and from medical appointments and other treatment services
 - Many trips provided via RIPTA bus
 - Includes accessible and contracted sedan services
- Requires reservations 2 business days prior to appointment day



Non-Emergency Medical Transportation

Free transportation for older adults (60+) and Medicaid recipients to and from non-emergency medical appointments and other treatment services.

[Learn More](#) 



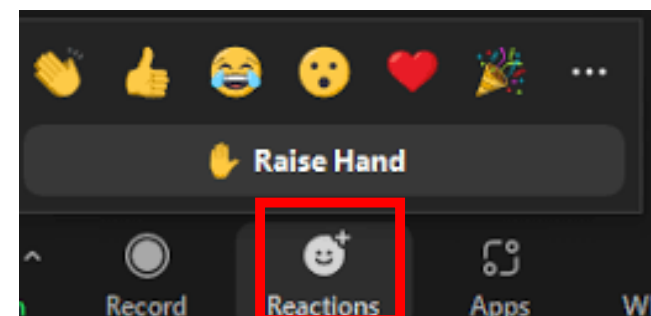
Breakout Room Discussion

How to Participate

Zoom video participants

Go to: [Reactions / Raise Hand](#) if you wish to speak

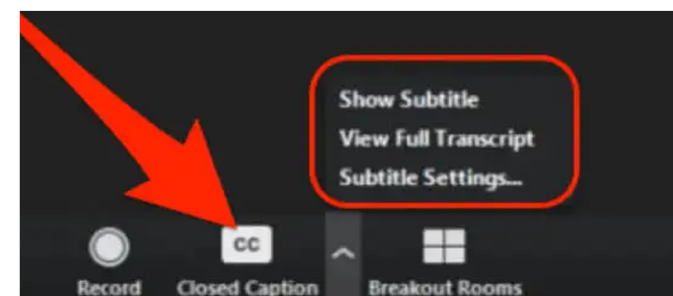
Be sure to **Unmute. Lower Hand** when done speaking.



Click [Live Transcript/Show Subtitles](#) once in breakout room, if desired

Phone participants

Press *6 to mute/unmute and *9 to raise hand



Question 1

What trips would you like to make now that you cannot make on the existing services? Please be as specific as possible.

- For example: Have you ever called Ride (or another provider) to request a trip and been told that your request could not be accommodated?
 - What was the location? (e.g., dental office on Nooseneck Hill Road in West Greenwich)
 - Or was the trip not available because it was a weekend, holiday or certain time of day?
 - Or was the trip not available for a different reason?

Question 2

As we consider a statewide paratransit service, which is the most important to you?

1. Trip Purpose: Serving all types of trips, not just "priority" medical or work trips
2. Unlimited Trips: Having no limit on the # of trips you can make per week or month
3. Unlimited Capacity: Serving all trips requested instead of "first-come-first-served"
4. Universal Fare: Charging the same fare statewide (e.g., \$4 per trip) instead of charging more for longer trips that go beyond the current service area
5. 7-Day Service: Offering more services on weekends
6. Longer Service Span: Providing service earlier in the morning and later at night

Question 3

Is there something else RIPTA and the study team should consider as part of this study?

Project Timeline

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How to Stay Engaged

- Visit www.ripta.com/projects/paratransit-expansion-study/
- Look for an email invitation to a future project meeting
- Email us with any questions or comments:
 - Joelle Kanter jkanter@ripta.com
 - Anne Galbraith anne@asgplanning.com



Thank you!

