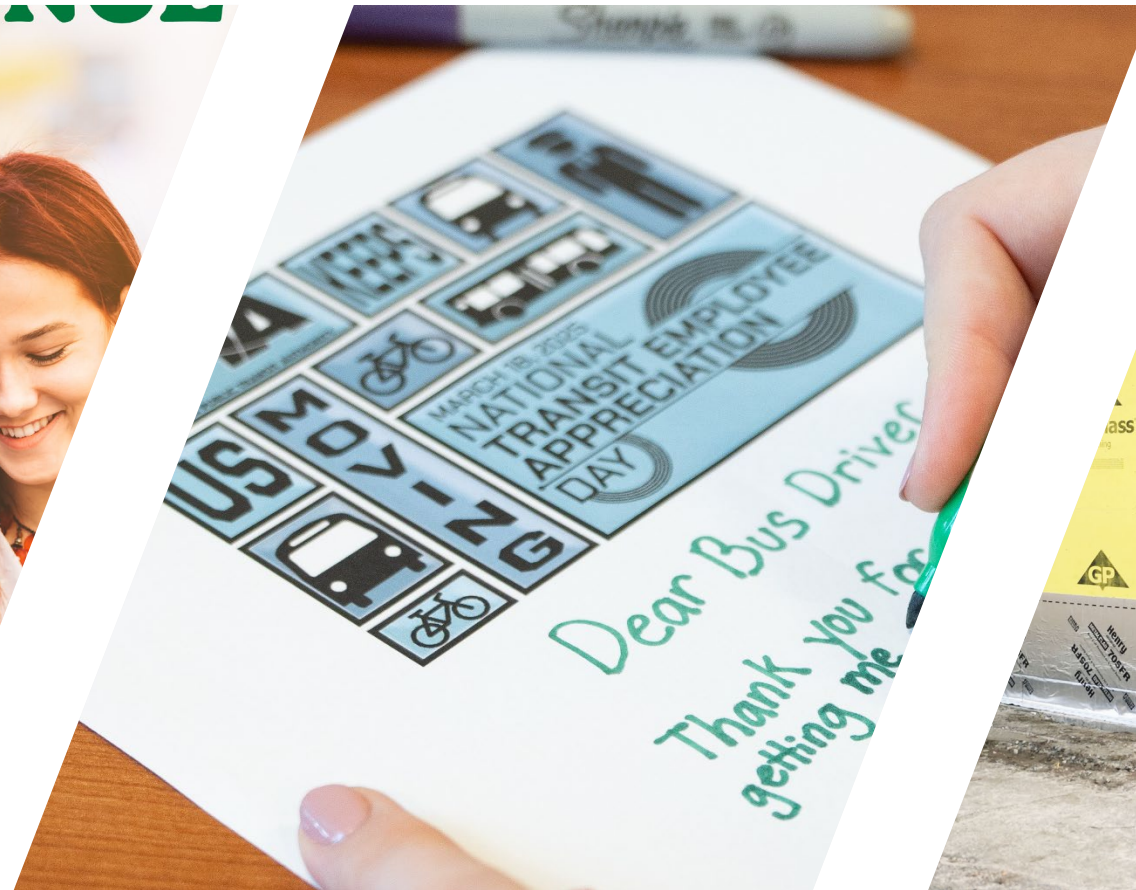


CEO UPDATE



National Transit Employee Appreciation Day

On March 18, RIPTA joined transit agencies nationwide in celebrating National Transit Employee Appreciation Day, a day to recognize the hardworking employees who keep Rhode Island moving. From bus operators and maintenance crews to customer service staff and dispatchers, these employees provide an essential service to our communities every day. RIPTA provided custom Thank You cards for passengers to hand out to their [favorite](#) drivers. Additionally, Representative David Morales and other members of the House of Representatives invited RIPTA staff members to the State House to watch as a resolution passed proclaiming March 18 as “Transit Employee Appreciation day in Rhode Island.”

Drive Less RI app

The ‘Commuter Resource RI’ app has been rebranded as ‘Drive Less RI’ with a fresh look to make sustainable commuting easier than ever. Drive Less RI is a trip-planning and logging app where users can earn rewards by recording their use of public transportation, carpooling, vanpooling, walking, biking or telecommuting. The app is available for iOS and Android devices, as well as desktop users. With a refreshed brand, Drive Less RI aims to reach additional audiences and adapt to changing demographics. Existing users do not need to take any action; the update will happen automatically.

Newport St. Patrick’s Day Parade

As part of RIPTA’s commitment to reducing traffic congestion, the agency ran additional Route 60 buses from the Park & Ride White Church in Barrington for parade goers.

Pawtucket-Central Falls Transit Center

CEO Chris Durand did a walk-through of the passenger amenity building, currently under construction. The roof has been installed, exterior walls have been framed, and the brick veneer will start in the coming weeks. Located at 300 Pine Street, Pawtucket, the new facility will feature public restrooms, driver restrooms and a break room, a waiting area with seating and real-time passenger information screens, a security office, and a staffed customer service window to assist riders as needed. This new building will improve the passenger experience for rail passengers.

2025 Community Site Visits for Reduced Fare Bus Pass Program for Seniors and People with Disabilities

Every month, RIPTA’s Customer Service staff will travel to communities throughout the state to process Photo ID bus passes for qualified seniors and individuals with disabilities with valid documentation. These statewide Photo ID Community Site Visits allow residents in both rural and urban areas to access transit information and apply for the Reduced Fare Bus Pass Program without having to travel to RIPTA offices in Providence. RIPTA staff traveled to the Edward King House in Newport and the Pilgrim Senior Center in Warwick processing a total of 30 bus passes.

KEY INITIATIVES

Workforce Development

Recruiting for customer service positions

Goal is to improve hours of coverage

Increased presence in Kennedy Plaza and hubs across the state



Service Improvements

Summer service goes into effect in June

Improved Service to Quonset Scheduled



Amenity Improvements

New Shelters have been delivered

Improvements to wayfinding signs underway

First rehab shelter reinstalled



Performance Data and Benchmarking

Efficiency Study has commenced and oversight group in place



William Velez



Utility

EMPLOYEE SPOTLIGHT

If you’ve spent time around RIPTA’s busiest transit hubs, there’s a good chance you’ve seen William Velez hard at work, though you might not realize just how many places he covers in a day.

William is part of the Utility team and has been with RIPTA for nearly four years. His role takes him all over the state—Broad Street, the DTC, Kennedy Plaza, West Exchange Street, the Pawtucket train station—checking and cleaning public restrooms, restocking supply rooms, and keeping everything running smoothly. “I’m not just in one spot. I’m out and about all morning,” he says. “Then in the afternoons, I’m inside cleaning offices and the mechanical areas.”

William has brought not only energy to the job, but efficiency too. “I actually changed the way some of the work gets done and it helps me get the job done better and faster,” he shared. “Now I use a van that’s fully stocked with everything I need, so I can get through all the stockrooms without having to make extra trips.”

Originally born and raised in New Jersey, William moved to Puerto Rico at the age of 11 and spent 20 years there before moving back to the US and settling in Rhode Island. “When I’m not working, I like going to the gym and spending time with my kids,” he says. “My youngest is one, so that keeps me busy.” This summer, William has something extra special to look forward to—his first trip to Disney World. “The kids are excited for the rides,” he says.

With his hands-on approach and willingness to go the extra mile, William has become a reliable presence that RIPTA can count on day after day.

Budget to Actual - March 2025

Budget-Actual FY 2025	Monthly Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$3,292,469	\$3,236,265	(\$56,204)	-1.7%
Federal Subsidies-CARES Act	\$2,229,796	\$0	(\$2,229,796)	-100.0%
State Subsidies	\$3,500,211	(\$54,377)	(\$3,554,589)	-101.6%
Other Revenue	\$834,326	\$613,595	(\$220,731)	-26.5%
Passenger Fares	\$956,909	\$895,078	(\$61,831)	-6.5%
Third Party Fares	\$739,892	\$836,041	\$96,149	13.0%
Special Project Revenue	\$244,542	\$0	(\$244,542)	0.0%
Total Revenue	\$11,798,145	\$5,526,601	(\$6,271,543)	-53.2%
	Budget	Actual	VAR \$	VAR %
Salaries & Fringe Benefits	\$8,379,102	\$9,016,303	(\$637,202)	-7.6%
Contract Services	\$1,125,948	\$495,475	\$630,473	56.0%
Operating Expense	\$2,106,919	\$1,919,901	\$187,018	8.9%
Utilities	\$214,969	\$171,325	\$43,645	20.3%
Capital Match & Repayment	\$43,947	\$0	\$43,947	100.0%
Debt Service	\$0	\$0	\$0	0.0%
Special Projects	\$119,542	\$0	\$119,542	100.0%
Total Expenses	\$11,990,427	\$11,603,004	\$387,423	3.2%
Surplus/(Deficit)	(\$192,282)	(\$6,076,402)	(\$5,884,120)	

- Extra relief funding was drawn down in January, so no new draw downs were completed in March.
- Gas tax accrual was not made in March resulting in a lower state subsidies amount. RIPTA is working with the state to resolve outstanding gas tax accruals.
- Contract services are under budget due to timing of some major projects.
- Operating expenses are under budget due to lower-than-expected fuel cost and fewer engine replacements.

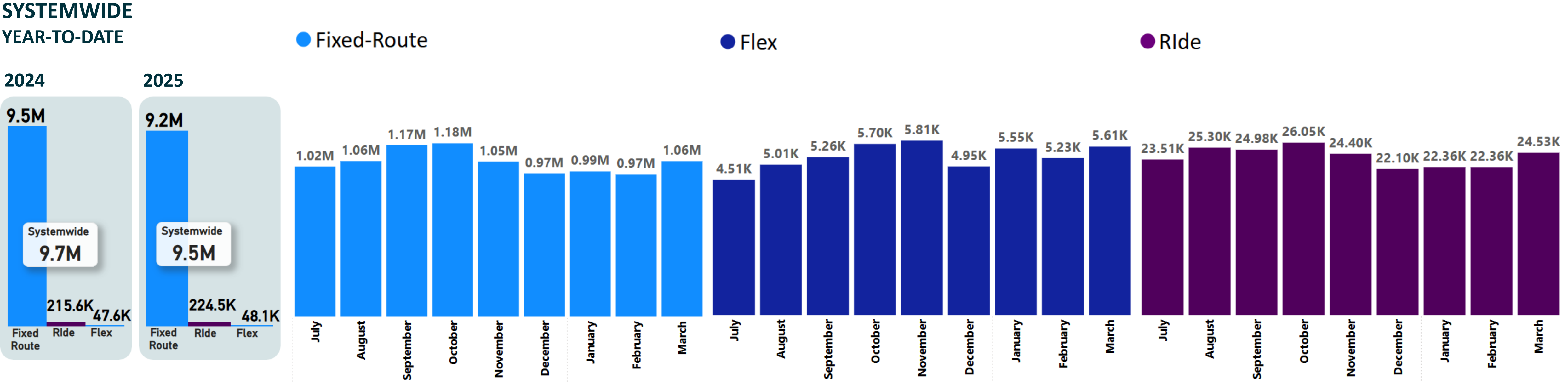
Budget to Actual through March 31, 2025

Budget-Actual FY 2025	Year To Date Current Year			
	Budget	Actual	VAR \$	VAR %
Federal Subsidies	\$29,632,222	\$21,605,838	(\$8,026,385)	-27.1%
Federal Subsidies-CARES Act	\$11,148,980	\$11,148,980	\$0	0.0%
State Subsidies	\$46,978,528	\$44,482,074	(\$2,496,454)	-5.3%
Other Revenue	\$7,542,911	\$4,490,974	(\$3,051,937)	-40.5%
Passenger Fares	\$8,437,628	\$8,365,111	(\$72,518)	-0.9%
Third Party Fares	\$9,051,757	\$7,281,757	(\$1,770,000)	-19.6%
Special Project Revenue	\$2,200,875	\$0	(\$2,200,875)	-100.0%
Total Revenue	\$114,992,902	\$97,374,733	(\$17,618,168)	-15.3%
	Budget	Actual	VAR \$	VAR %
Salaries & Fringe Benefits	\$81,687,006	\$80,986,090	\$700,916	0.9%
Contract Services	\$10,133,573	\$5,956,787	\$4,176,786	41.2%
Operating Expense	\$1,341,631	\$1,840,009	(\$498,377)	-37.1%
Utilities	\$19,943,356	\$12,533,668	\$7,409,688	37.2%
Capital Match & Repayment	\$395,523	\$0	\$395,523	100.0%
Debt Service	\$0	\$0	\$0	0.0%
Special Projects	\$1,075,875	\$0	\$1,075,875	100.0%
Total Expenses	\$114,576,965	\$101,316,553	\$13,260,412	11.6%
Surplus/(Deficit)	\$415,936	(\$3,941,820)	(\$4,357,757)	

- Federal subsidies are under budget through February due to lower than expected federally eligible expenses.
- State subsidies include a one-time
- Passenger fares are on target, though third-party fares are under budget through March. Timing of third-party billing may decrease that gap at year end.
- Contract services are lower than expected through March due to timing of larger projects.
- Operating expenses are under budget due to lower fuel, maintenance, and engine replacement costs.

MONTHLY RIDERSHIP

Systemwide Ridership: March 2025



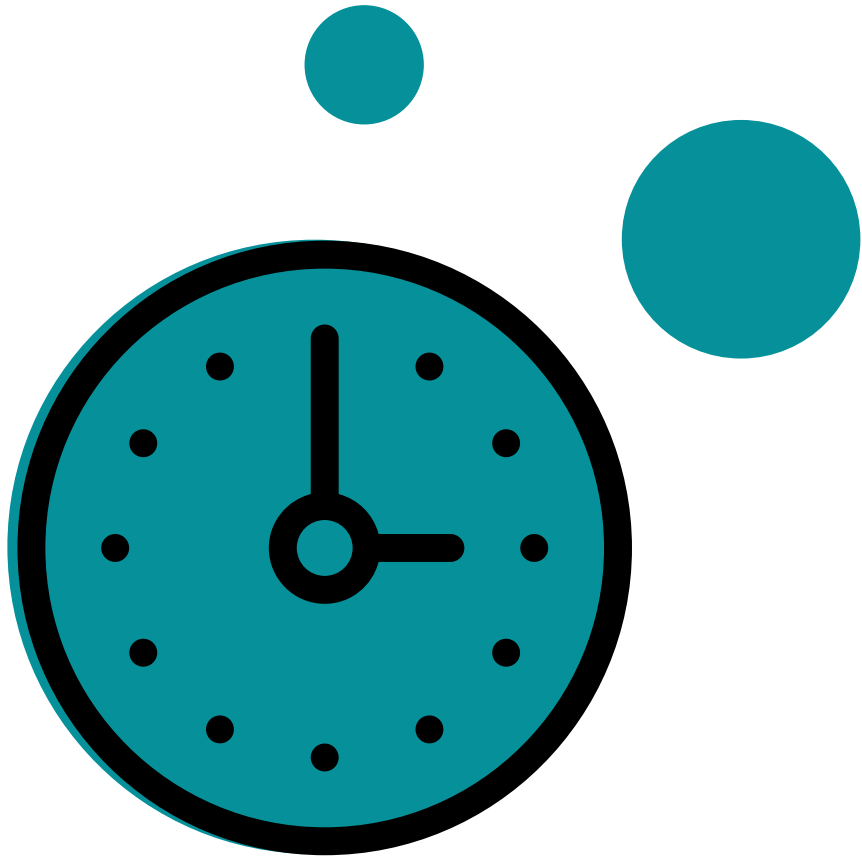
RIDERSHIP DECREASED 2% YEAR-TO-DATE FROM 2024

Fixed-Route ridership counts come from the Automatic Passenger Counts (APCs) from UTA.
Flex and Ride Paratransit ridership counts come from Reveal tablets for Ride, and 3rd party reports for Taxi trips, Flex On Demand ridership (included with Flex) comes from Spare

ON TIME PERFORMANCE (OTP): FIXED-ROUTE

	2025	2024	2023	2022
MARCH	78.9%	78.3%	82.4%	82.2%
FEBRUARY	79.6%	78.3%	82.2%	81.3%
JANUARY	79.1%	77.3%	82.4%	82.2%
DECEMBER		76.4%	76.9%	80.2%
NOVEMBER		74.0%	77.9%	79.2%
OCTOBER		73.7%	77.3%	78.3%
SEPTEMBER		72.7%	77.0%	78.1%
AUGUST		76.7%	79.3%	81.3%
JULY		78.0%	79.5%	81.0%
MAY		73.4%	78.6%	81.1%
APRIL		76.5%	81.3%	81.7%

OTP INCREASED BY 0.6% IN MARCH 2025 FROM MARCH 2024



On Time Performance

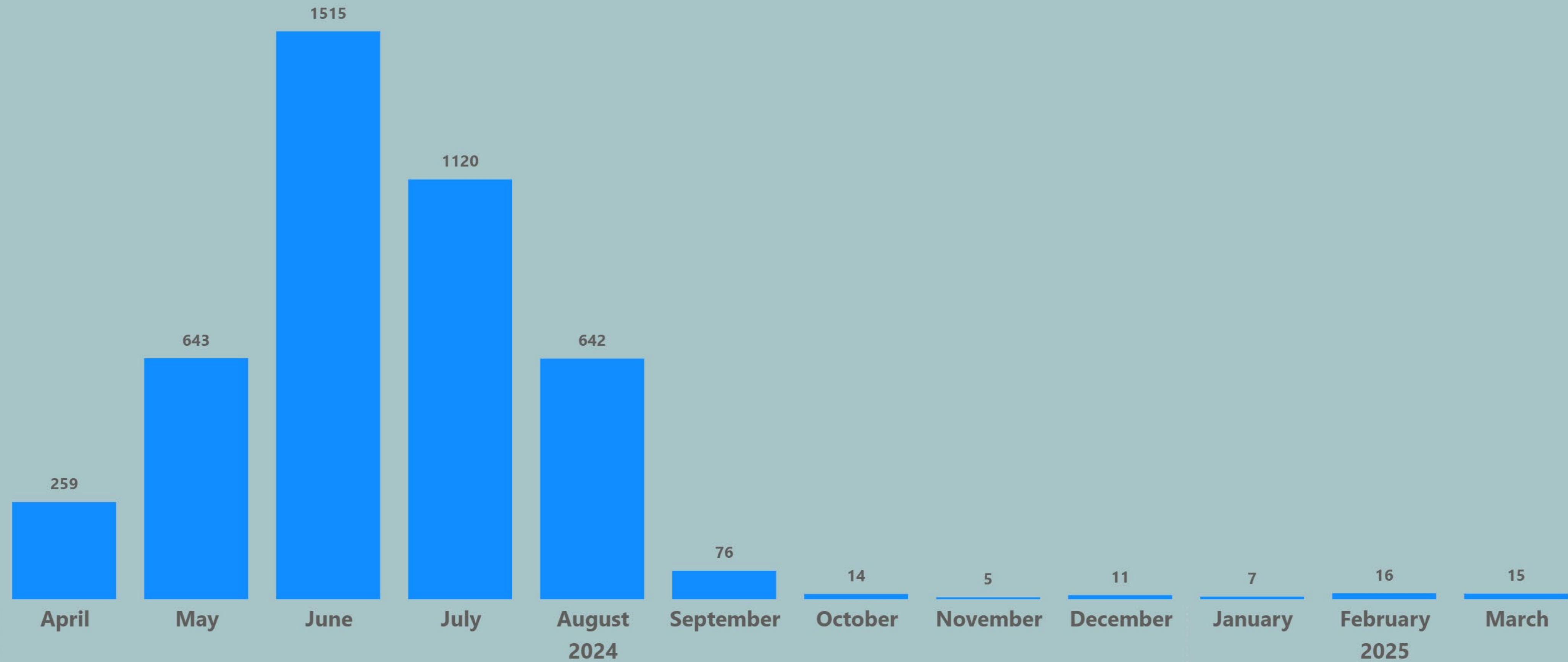
On Time Performance (OTP) is based on Departure Time. On Time is between 1 minute early and 5 minutes late.

ABBG AVERAGE: 79%

LOST SERVICE

March 2025

Cancelled/Uncovered Trips by Year and Month



* Counts based on regular trips

** Cancelled does not include Standby or School Cancelled trips