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# OPERATIONAL EFFICIENCY STUDY

## BOARD MEETING PRESENTATION

Rhode Island Public Transit Authority  
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WSP USA



# AGENDA

## Review of Operational Efficiency Study (OES)

**01** Overview of Scope

**02** Highlights from OES

**03** Recommendations

# OVERVIEW OF OES SCOPE

- **Peer and best practices review** (interviews and desktop research) to compare RIPTA's operation of other agencies
- **Financial Assessment** of federal funding, revenue sources, and operating cost drivers
- **Performance assessment** of service including quantitative and qualitative review
- **Recommendations** for near-term shortfalls and future investment



# HIGHLIGHTS: PEER AND BEST PRACTICES REVIEW

- Many agencies have funding challenges due to expiring COVID funding, unstable or flat funding, and rising costs due to inflation
- Examples of ways agencies are working to optimize operations
  - Changing service levels or types of service offered
  - Shifting resources to higher performing routes
  - Microtransit to replace underperforming routes
  - Technology and process improvements
  - Identifying new revenue sources such as advertising, road-user fees, employer access agreements, etc.
- Workforce recruitment is a major challenge



HRT (Hampton Roads Transit)  
Norfolk, VA



RTS (Regional Transit Service)  
Rochester, NY



KCATA (Kansas City Area  
Transportation Authority)  
Kansas City, MO/KS



Delaware Transit Corp. (DART)  
Delaware



CTtransit (Hartford Division)  
Hartford, CT



CDTA (Capital District Transit  
Authority), Albany, NY

# HIGHLIGHTS: FUNDING AND OPERATING COSTS

## Revenue Assessment

- **Federal** – Influx of federal funds during COVID that has concluded
- **Fares** - Higher farebox recovery rate than most peers
- **Advertising** – Just below average advertising revenue compared to peers
- **State** – Covers remainder of costs

## Operating Cost Review

- **Administrative costs** - Slightly below peer average
- **Operating costs** - In line with peers
- **Costs per revenue hour and mile** - In line with peers
- **Cost per capita** - Below peer average

# HIGHLIGHTS: PERFORMANCE ASSESSMENT OF RIPTA SERVICES

- **Fixed-route service** - Forms the backbone of the system and performs well, especially in core urban corridors
- **Flex/Flex On Demand** - Essential for users in lower density areas; zones are sprawling or overlap so services could be refined
- **Ride ADA and Ride Anywhere** – Provide life-changing transit access, particularly in rural areas that may not be served by fixed routes
- **Employer partnerships and other commuting programs** - Fills gaps in areas where the addition of fixed-routes is otherwise infeasible, and programs can be a source of revenue

# EFFICIENCY STUDY RECOMMENDATIONS

## Address FY26 Budget Shortfall

- Additional opportunities to use federal funds exist, but will not result in enough cost savings to offset FY26 shortfall
  - Federalize positions linked to capital assets
  - Increase use of federal formula funds to reimburse route segments for rural, low-income, and reverse commute
- Service reductions needed given the scale of the budget shortfall

## Future Priorities

- Expand employer and partnerships programs to expand revenue
- Strengthen investment in high-performing routes
- Continue implementing RIPTA Transit Master Plan to support ridership growth



# THANK YOU

# QUESTIONS?

