



Image reading "Fall Service Changes Effective Saturday, September 27. Pick up a new schedule!"

Fall Service Changes Start Saturday, September 27

Over the past several months, RIPTA has been hard at work making operational changes to improve our financial position. After realizing savings, and gaining additional funding from the legislature, we were able to close a large portion of our deficit. RIPTA worked with Governor McKee to develop a new budget framework to close the deficit and preserve as much service as possible for Rhode Islanders who rely on public transit. [The new joint proposal](#), approved by RIPTA's Board of Directors at its August 28th meeting, achieves these goals without any route eliminations or driver layoffs.

As we heard throughout our public hearings, RIPTA is essential for Rhode Islanders to get to work, school, appointments and to lead productive lives. As we plan for the future, we are committed to improving our operations to better meet our riders' needs.

The approved service changes will go into effect on **Saturday, September 27, 2025** and will affect the following routes: 3, 4, 6, 9x, 12x, 13, 14, 16, 17, 18, 19, 20, 21, 22, 23, 28, 29, 30, 31, 32, 33, 34, 35, 51, 54, 55, 56, 57, 58, 59x, 60, 61x, 63, 65x, 66, 68, 69, 72, 75, 76, 78, 87, 92, 95x, and the R-Line. Click [here](#) for details.



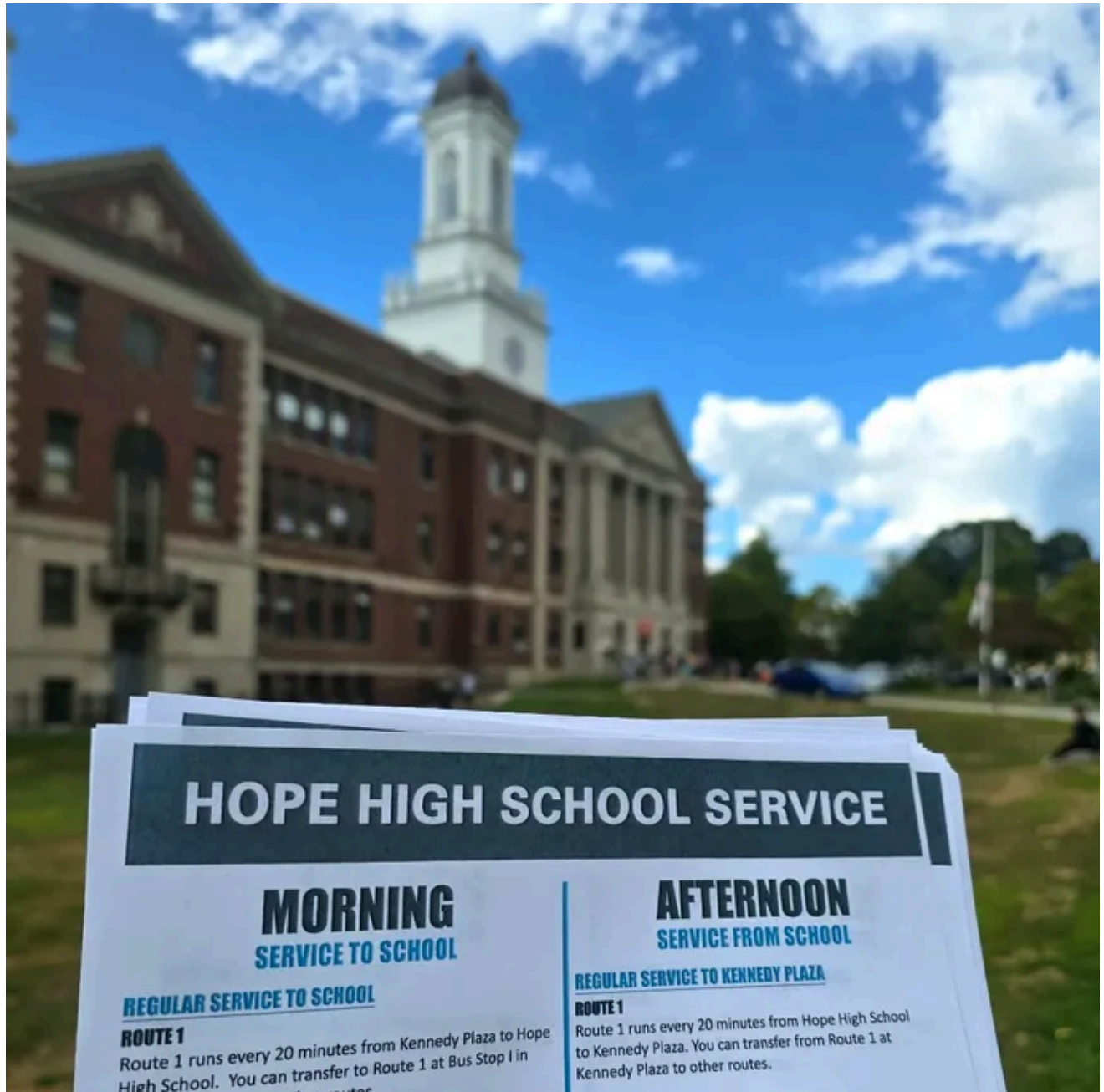
A RIPTA bus stop sign in the sand near the ocean.

Catch the Bus to the Beach All Year Long!

The summer season may be over, but the fun doesn't have to stop! While our express service to the South County beaches has ended, you can still catch some waves with our daily year-round service on Route 66 (URI/CCRI Warwick/Providence). Starting from Kennedy Plaza, this bus runs

every 45 minutes during the week with select trips taking you to the beautiful South County beaches. Please check the Route 66 schedule for details.

But that's not all! RIPTA offers year-round service to a variety of Rhode Island's stunning beaches and parks, so grab your sunscreen and hop on board! Visit [RIPTA.com/beachservice](https://www.ripta.com/beachservice) to learn more and plan your next seaside adventure.



A flyer for Hope High School bus service held in front of the school.

Providence School District Students: Need a ride to school?

RIPTA will take you there! In addition to regular fixed-route service, RIPTA also runs special trips to Providence Schools. We've created flyers and instructional videos to help you navigate our bus

service. Visit [RIPTA.com/PVDschools](https://www.ripta.com/PVDschools) and then click on your school for details.

Download Transit app to track your trip in real-time! With this app, you can see if a trip has been cancelled and plan alternate ways to get to school. In the event of a cancelled trip, the departure time will show a real-time symbol and a grey line through the trip.

Remember, you can always use the Trip Planner on [RIPTA.com](https://www.ripta.com) to plan your trip from home to school or call RIPTA Customer Service at 401-784-9500 x2012 for assistance.



RIPTA Rider of the Week, Sean.

RIPTA Rider of the Week

Ride RIPTA's Route 55 bus and you might bump into Sean, our Rider of the Week. Sean commutes to Providence College where he works as Assistant Director of Alumni Relations in the college's iconic Harkins Hall building. Making the most of his hands-free commute, Sean enjoys reading, texting with friends, and catching up on emails while he rides the bus to work. Another added benefit of commuting on the bus? It promotes a healthier lifestyle! Sean appreciates that taking the bus naturally adds more walking to his routine.

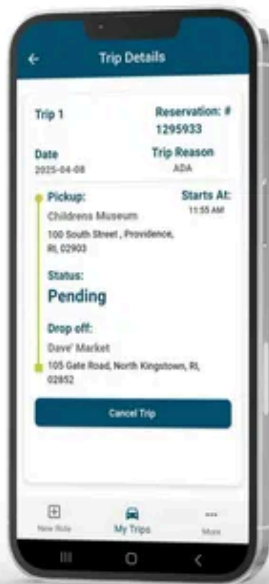
His advice for new riders? "Try it!" says Sean. "You can do everything you need to do from your phone while taking the bus, so it's a great way to kill two birds with one stone."

Are you a fellow Friar? As a member of the University Pass Program (U-PASS), Providence College students, faculty, and staff can ride for FREE anywhere in Rhode Island by showing their school ID when boarding the bus. Funded by participating colleges and universities, U-Pass allows students and/or faculty across the state to receive similar transit benefits, depending on the school. For more information about your school, visit RIPTA.com/students.

RIPTA's new Rider of the Week series aims to highlight real Rhode Islanders who use public transit not only to commute to work but also to travel to school, medical appointments, grocery stores, religious services, and recreational activities. With this series, we hope to share their authentic stories and inspire others along the way who may be reconsidering traveling by car. Want to be featured? Email marketing@ripta.com.

Introducing the brand-new way to

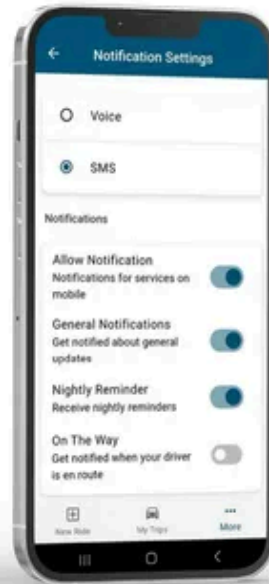
REQUEST YOUR **RIDE**



Request



Modify



Track

An image of three phones with screenshots from the new RIdE Mobile App.

New RIdE Mobile App for Paratransit Riders

RIPTA has launched the free RIPTA RIdE – MTM Go app, giving paratransit customers more independence and flexibility. Eligible RIdE ADA and RIdE Anywhere riders can now request, modify, and track trips right from their smartphones— without calling RIdE Customer Service. The new app also provides real-time GPS updates and estimated arrival times, making travel easier and more convenient.

Learn how to get started by watching the instructional video at [RIPTA.com/RIPTARIdEApp](https://www.ripta.com/RIPTARIdEApp) or call RIdE Customer Service at (401) 461-9760 for assistance.



Ruth Zorra, Lead Transportation Clerk in Newport, stands in front of RIPTA bus.

Employee Spotlight: Ruth Zorra, Lead Transportation Clerk

As the Lead Transportation Clerk at RIPTA's Newport garage, Ruth is the calm in the daily storm - dispatching jobs, coordinating coverage, managing driver assignments, and juggling phones, paperwork, and lost-and-found calls.

Ruth's day begins before most, disarming the building and making sure things are in motion before drivers even start their routes. She works closely with utility staff, mechanics, and supervisors to keep schedules running smoothly, filling in gaps as needed. It's a role that requires precision, fairness, and constant communication, and Ruth wears many hats while doing it.

Her favorite part of the job? "Assisting employees," she says without hesitation. Whether it's helping a driver find someone to switch shifts with so that they can celebrate their child's birthday or directing a colleague to the right department for help with benefits, Ruth is the go-to support system for many.

"My job goes beyond the four walls of the office," she adds. "It's about being available and doing what I can to make things easier." She jokes, "Some days I feel like Lucy from Charlie Brown at the window, handing out advice for a nickel."

With a background in transportation dating back to the early 1990s, Ruth has done it all, from providing specialized medical transport to recreational rides for adults with disabilities. She joined RIPTA in 2014 and recently transitioned to the Newport Garage after many years at RIPTA's

headquarters on Elmwood Avenue in Providence. Though she's still the new kid at Newport, Ruth brings with her a legacy of building camaraderie and community. "At Elmwood, it felt like family," she says, recalling holiday parties and moments of thoughtful support shared among coworkers.

Deputy Chief of Transportation Paul Harrington describes her as a "dedicated employee and a tremendous value to transportation." He added, "Just think - she arrives at the Newport facility by 3:45AM every day, no matter the weather. I can count on her to oversee all Newport operations, and she has shown that she can handle just about anything that comes her way."

Ruth is a trusted resource in an agency that runs on people just like her.



Woman holding a Wave card in front of a RIPTA bus.

Photo ID Road Trips for RIPTA's Reduced Fare Bus Pass Program

RIPTA's Photo Identification staff will travel to communities throughout the state to process Reduced Fare applications for qualified seniors and individuals with disabilities who are unable to get to our office in Kennedy Plaza. Staff also provides travel training.

Reduced Fare Photo ID Wave cards cost \$10 and are valid for two years. Replacement cards are \$20. [Click here](#) to view the schedule for upcoming RIPTA Photo ID Road Trips.

RIPTA staff will process Photo ID Wave card applications at the following locations:

- **JOHNSTON** Thursday, September 11 • 10am-12pm | Johnston Senior Center | 1291 Hartford Ave.
- **WOONSOCKET** Thursday, September 18 • 9am-11:30am | Woonsocket Senior Center | 84 Social St.

For information on how to qualify for RIPTA's Reduced Fare Program for Seniors and People with Disabilities, call (401) 784-9500, ext. 2012 or visit [RIPTA.com/ReducedFare](https://www.ripta.com/ReducedFare).



Rider Alert Graphic.

SERVICE ALERTS

Holiday Service

RIPTA Observes Labor Day - RIPTA will operate all regular fixed-route bus service on a Sunday/Holiday schedule on Monday, September 1 in observance of Labor Day. All RIPTA offices will be closed on the holiday, except for the Customer Service Kiosk in the Newport Transportation Center. Click [here](#) for details.

Detours

PVD Fest: Friday, September 5 & Saturday, September 6

All bus routes in the Providence area will be detoured all day and night beginning with the first trip