

Enhanced Opportunities Using FTA Section 5310

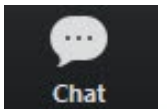
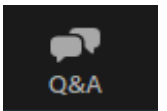
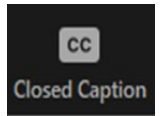


April 29, 2025



Instructions for Zoom Webinar Participation

- All participants are muted.
- The session is being recorded. All materials including the recording will be saved to the [NADTC](#) website.
- Closed captioning is available by clicking on the cc button.
- Please use the QA button for questions for the presenters.
- Use the chat for general comments or technical assistance.



National Aging & Disability Transportation Center

Our Mission:

To promote the availability of accessible transportation options that serve the needs of Older Adults, People with Disabilities, Caregivers, and Communities.



National Aging & Disability Transportation Center

What We Provide:

- Technical Assistance & Training
- Publications & Resources
- Partnership & Coordination
- Community Grants

FTA Section 5310 Funding

Enhanced Mobility for Seniors and People with Disabilities

Provides funding to enhance services for those who depend on public transportation

- Vehicle purchase, upgrades to lifts/ramps
- Technology, like scheduling software or mobile apps
- Mobility management and travel training
- Accessible pathways, curb-cuts, sidewalks, pedestrian signals, signage or wayfinding technology

Notable NADTC Resources

- [5310 Agency Profiles](#)
- [5310 Program Websites](#)
- [5310 Compendium](#)
- [Community Engagement Toolkit](#)
- [2023 Innovations Showcase](#)

National Aging & Disability Transportation Center

Where to Find Us:

- Website
- Monthly eNews
- Social Media
 - LinkedIn
 - Facebook
 - YouTube

Join our Mailing List!





Email: contact@nadtc.org

Toll-free: 866-983-3222

Website: www.nadtc.org

Find us on Facebook,
YouTube and LinkedIn





RHODE ISLAND PUBLIC TRANSIT AUTHORITY

NADTC program update

April 29, 2025

Introductions

Peter Michaud

Commuter Marketing & Travel Training
Coordinator

Joelle Kanter

Planner, Human Services Transportation

Overview

- **RIPTA Services**
 - Fixed-Route
 - Flex
 - Flex On Demand
 - Ride Paratransit
 - Ride Anywhere Pilot
- **Opportunities for Advocacy**
- **Travel Training**





RIPTA Services

RIPTA is Rhode Island's statewide public transit authority, serving residents through a combination of directly operated services:

- Fixed-route buses
- Flex service
- Ride paratransit program

This system map helps you identify which areas of Rhode Island are served by RIPTA routes. The map also shows key points of interest and landmarks to help you navigate. The map is color-coded to show different areas of the state: Providence, Pawtucket, and Woonsocket are shown in orange; Cranston, Johnston, and Smithfield are shown in blue; and other areas are shown in green. The map also shows the locations of major highways and landmarks.

Using the legend below, you will see that we offer high-frequency routes in and around the capital city of Providence. You can also choose to take a trip, or you can choose to take a trip to a specific location. The map also shows the locations of major highways and landmarks.

Below are details about some of our special services highlighted on the map:

Low Fare: Shows a green line on the map. RIPTA has low fares for low-income passengers. Low fare routes are shown in green on the map and are available to all passengers. Low fare routes are available to all passengers.

Park & Ride: Shows a green line on the map. These routes allow passengers to park their cars at designated locations and take a bus to their destination. These routes are shown in green on the map and are available to all passengers. These routes are available to all passengers.

Legend:

- High-Frequency Route:** Shows a green line on the map. These routes are available to all passengers. These routes are available to all passengers.
- Low-Fare Route:** Shows a green line on the map. These routes are available to all passengers. These routes are available to all passengers.
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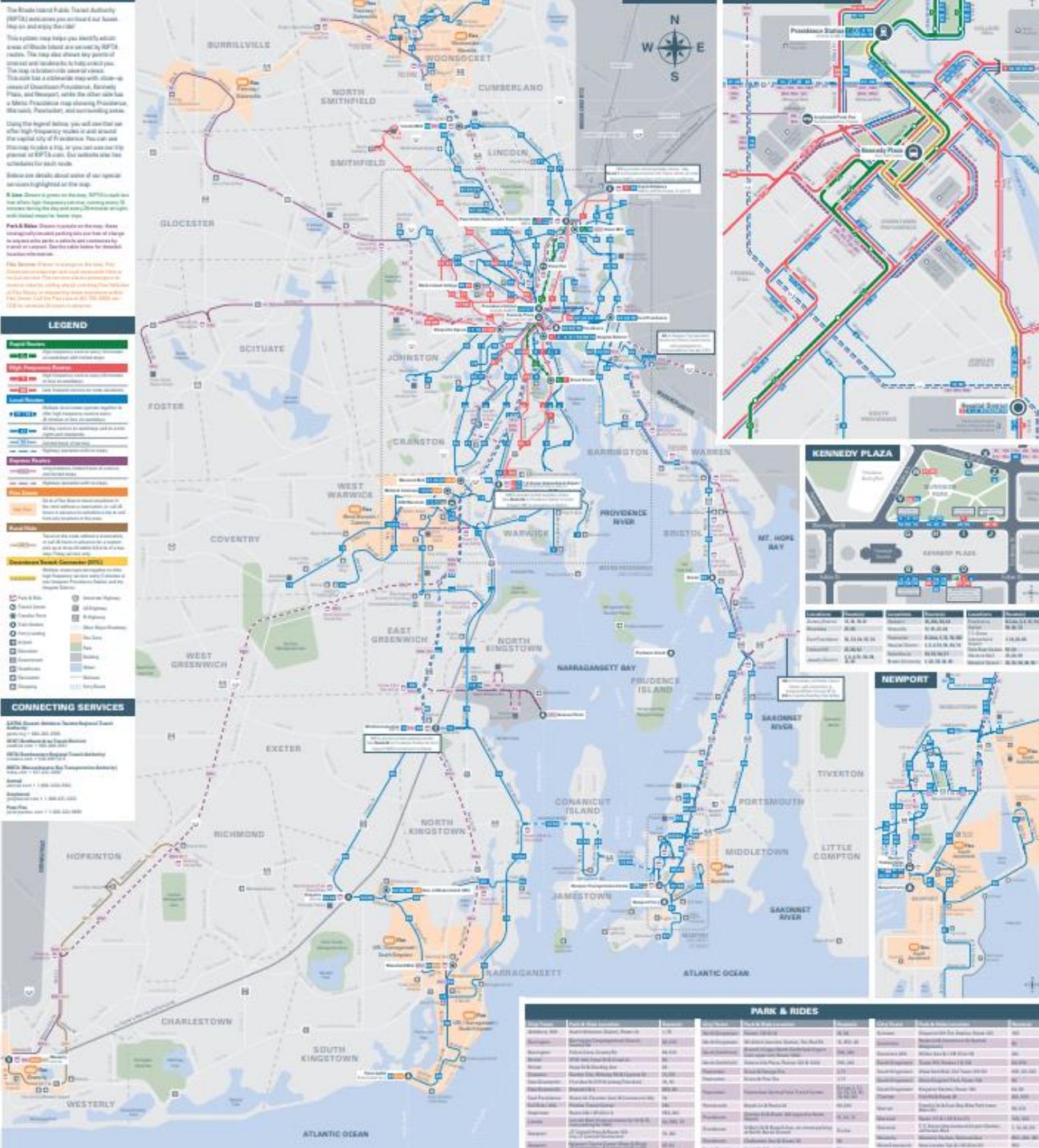
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RIPTA Statewide System Map



KENNEDY PLAZA

Location	Distance	Location	Distance	Location	Distance
Providence Station	0.1 mi	Providence Station	0.1 mi	Providence Station	0.1 mi
Providence Station	0.1 mi	Providence Station	0.1 mi	Providence Station	0.1 mi
Providence Station	0.1 mi	Providence Station	0.1 mi	Providence Station	0.1 mi
Providence Station	0.1 mi	Providence Station	0.1 mi	Providence Station	0.1 mi
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PARK & RIDES

Location	Distance	Location	Distance	Location	Distance
Providence Station	0.1 mi	Providence Station	0.1 mi	Providence Station	0.1 mi
Providence Station	0.1 mi	Providence Station	0.1 mi	Providence Station	0.1 mi
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RIPTA Fixed-Route Bus Service

- RIPTA operates buses on approximately 60 fixed routes: www.ripta.com/fixed-route/
- They include:
 - R-Line rapid bus route
 - 8 high frequency routes
 - 8 express routes
 - Special services



Flex Service

- Flex provides local zone-based service that connects to RIPTA's statewide network:
www.ripta.com/flex/
- Passengers can choose their own pick-up or drop-off point within each Flex Zone.
- In Newport and Westerly, they also have the option to board the Flex van at scheduled stops.



Flex Service

Flex zones appear in orange on the map:

203 | URI/Narragansett/South Kingstown
Flex On Demand

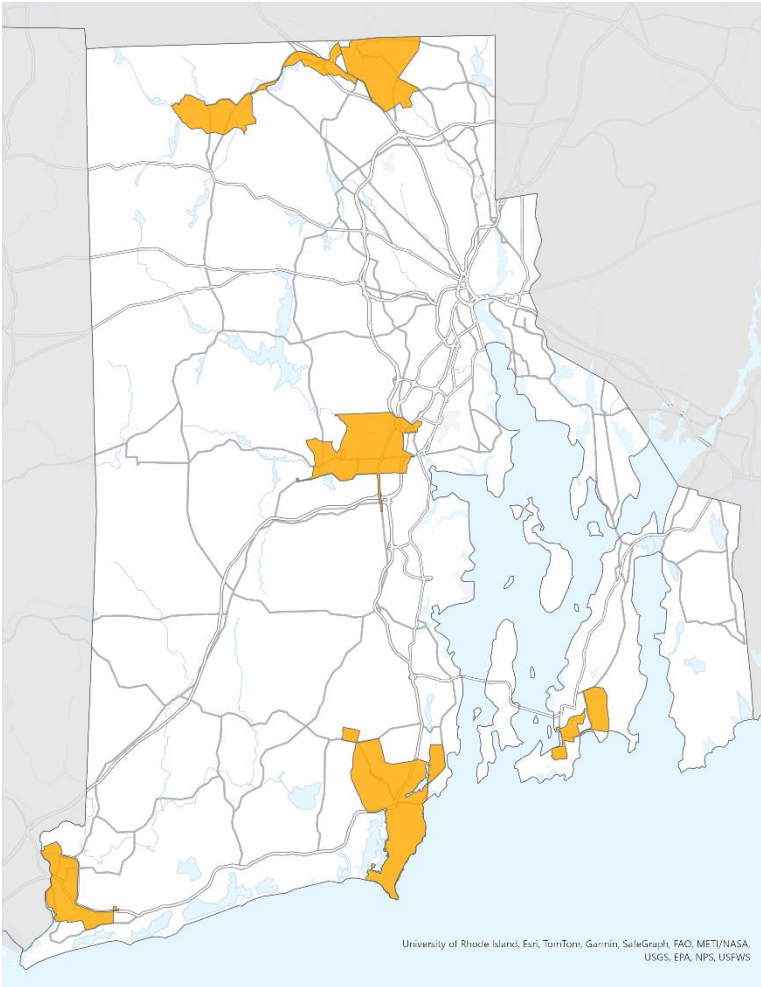
204 | Westerly Flex

231 | South Aquidneck Flex

242 | West Warwick/Coventry Flex

281 | Woonsocket/Manville Flex

282 | Pascoag/Slatersville Flex



Flex Zone 203

URI/Narragansett/South Kingstown

RHODE ISLAND PUBLIC TRANSIT AUTHORITY

FLEX
ON DEMAND

203 FLEX

URI/NARRAGANSETT/SOUTH KINGSTOWN

PUBLIC TRANSIT
ON DEMAND

Enjoy on-demand, curb-to-curb rides with this NEW pilot service from RIPTA!

RIPTA
RHODE ISLAND PUBLIC TRANSIT AUTHORITY

Effective August 2024 – August 31, 2025



Flex On Demand Pilot Program

Flex On Demand allows passengers in the 203 Flex Zone (URI/Narragansett/South Kingstown) to use a smartphone app to request rides. No surge pricing, fully ADA accessible, curb-to-curb service: www.ripta.com/flexondemand/

GET THE APP

Download the Flex On Demand app from the App Store or Google Play Store and create an account.

BOOK YOUR RIDE

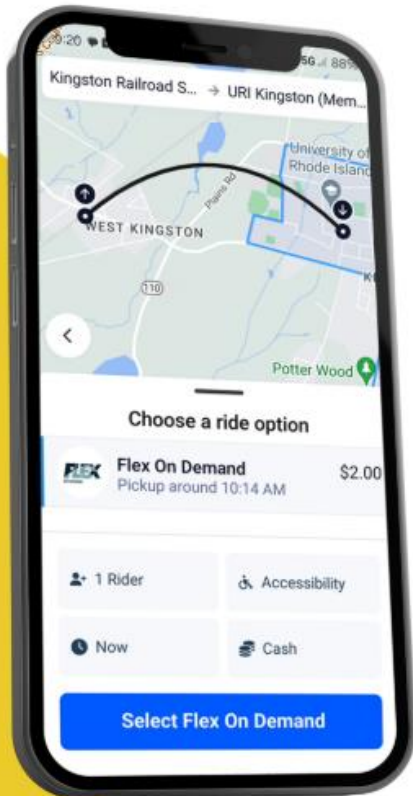
Enter your pick-up and drop-off addresses and you will be grouped with passengers headed in the same direction for quick and efficient trips.

START YOUR TRIP

The app will tell you exactly where to board the Flex Van.

PAY YOUR FARE

Pay your fare when you board using cash (exact change only) or Wave.





Ride Paratransit Service

- Provided in accordance with the Americans with Disabilities Act (ADA), using FTA 5310 funds
- For people with disabilities that prevent independent use of fixed-route buses or travel to or from bus stops
- Door-to-door service
- By reservation-only, 24 hours in advance
- Origins and destinations must be within $\frac{3}{4}$ of a mile on either side of a bus route

www.ripta.com/ride-paratransit-program/

Ride Service: By the Numbers

- Ride ADA service area covers 819,000 people (approximately 78% of the state's population)
- In 2024, 3,108 eligible customers took 158,000 Ride (ADA) trips
- 100 vans in the fleet (including Flex vehicles and minivans)
- 25 new Promaster 3500 Cutaway vans ordered
 - Will replace 2019 Ford Transit vans
 - Total cost: approx. \$6 million (using 5310 funds)
- 5 contracted taxi companies
- 131 full-time employees



Ride Anywhere Pilot Program

- Launched in January 2024 at the direction of the Rhode Island General Assembly.
- Allows eligible Ride customers to request trips outside the paratransit service area.
- Designed to last for a year (through December 31, 2024).
- Extended by RIPTA's Board of Directors.
- RIPTA will report findings to the General Assembly by June 1, 2025.



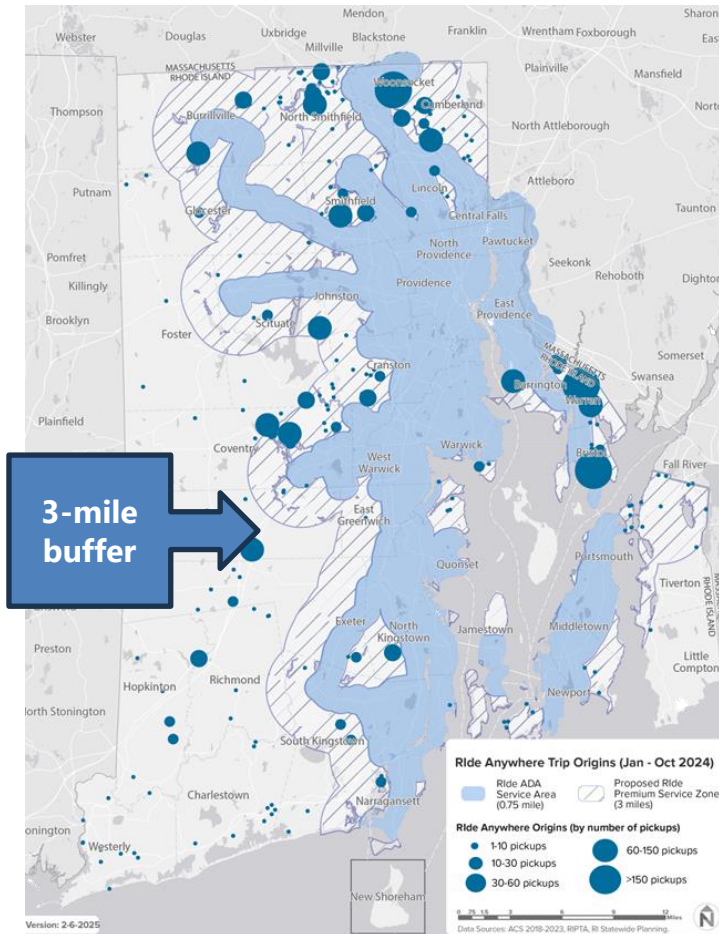
Ride Anywhere Pilot Program: Adoption and Usage

- In 2024, 357 unique customers took at least one pilot trip.
- 7,309 pilot trips taken altogether.
- 80% of trips provided by taxis.
- Half of all trips were by 27 customers.
- Program expenses totaled \$411,000 in 2024 (excluding study cost).



Ride Anywhere Trip Origins

- 76% of pickup locations were within 3 miles of a RIPTA bus route.
- 126 of the pickups > 5 miles were for one customer.



Sample Week Net Service Delivery Costs (Oct. 20–26, 2024)

Provider/Program	Ride/ADA service	Ride Anywhere Pilot
RIPTA van trips	2,195	30
RIPTA van cost per trip	\$43.72	\$57.40
Taxi trips	497	195
Taxi costs per trip	\$48.02	\$56.25
Source: RIPTA, Nelson\Nygaard		

Ride Anywhere Pilot Customer Feedback

Outreach included:

- Individual interviews with eight customers and one taxi provider
- Small focus group with five participants
- Web survey in English and Spanish (80 responses received)

Overall, customers are very satisfied with the pilot program and would like it to continue.



Ride Anywhere Feedback: What We Heard

Sample survey comments:

“I learned of the Ride Anywhere program mid-2024 & absolutely love that it links the gaps. It allows me to live independently from visiting friends to getting to appointments. In the past, I’d [taken] ADA Paratransit to a location and wait for Uber to get to my appointment just 5 minutes away.”

“This program has allowed me to continue to work without burdening family and friends. I feel a sense of independence knowing I can plan my rides and enjoy getting out and about! It has changed my life!”

Ride Anywhere Pilot Status

- Ride continues to provide Ride Anywhere pilot trips
- RIPTA is preparing a report for RI General Assembly
- Key takeaways:
 - Pool of potential new ADA customers is relatively low
 - If pilot continues, overall demand is likely < 500 active riders
- Considerations include:
 - Prioritization of ADA trips
 - Recommendations for policy guidelines covering fares and reservations
 - Limited agency resources

Opportunities for Advocacy

- **RI Human Services Transportation Coordinating Council**
 - Vision: Accessible, coordinated statewide mobility for all Rhode Islanders.
 - Meets every other month.

www.ripta.com/human-services-transportation-coordination/
- **RI Accessible Transportation Advisory Committee (ATAC)**
 - Members include people with disabilities and representatives of organizations that support them.
 - Meets monthly.

www.ripta.com/atac/



Training on RIPTA services

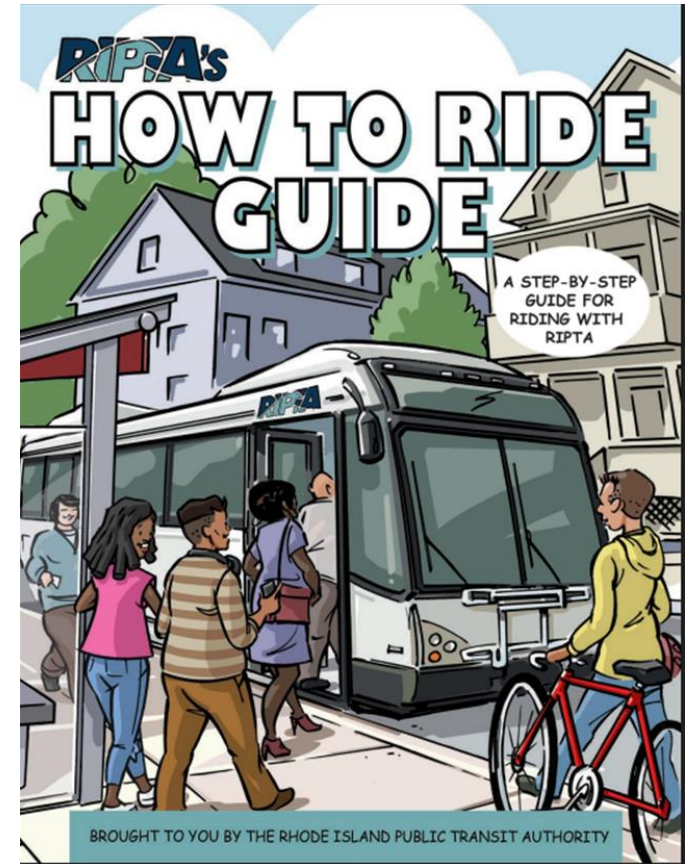
RIPTA's Commuter Resource RI program (CRRI):

- Helps people navigate RIPTA services.
- Provides guidance for using commuting alternatives such as carpooling, biking and walking to work.



Training on RIPTA services

- **How to Ride Guide:**
[RIPTA.com/how-to-ride](https://www.ripta.com/how-to-ride)
- **Coming soon: new travel training program for partner organizations**
funded through FY21/22 FTA Innovative Coordinated Access and Mobility (ICAM) grant
 - Customizable training modules
 - Videos on planning a trip, paying for a trip, and riding
 - Printed pocket guides



Four new training modules

Module #1 Welcome to RIPTA!

- ☐ Overview of RIPTA Services
- ☐ RIPTA Service Accessibility
- ☐ Where to Get More Information

Module #2 How to Ride: Fixed Route Bus

- ☐ Before You Ride
- ☐ Planning Your Trip
- ☐ Getting on Board
- ☐ Riding the Bus
- ☐ Getting Off the Bus
- ☐ Need More Help?

Module #3 How to Ride: Flex Service

- ☐ Before You Ride
- ☐ Planning Your Trip
- ☐ Getting on Board
- ☐ Riding Flex
- ☐ Need More Help?

Module #4 How to Ride: Ride Paratransit

- ☐ Before You Ride
- ☐ Planning Your Trip
- ☐ Taking a Trip
- ☐ Need More Help?

Thank you!

Questions? Contact:

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Joelle Kanter

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