



**RIPRA's**

# HOW TO RIDE GUIDE

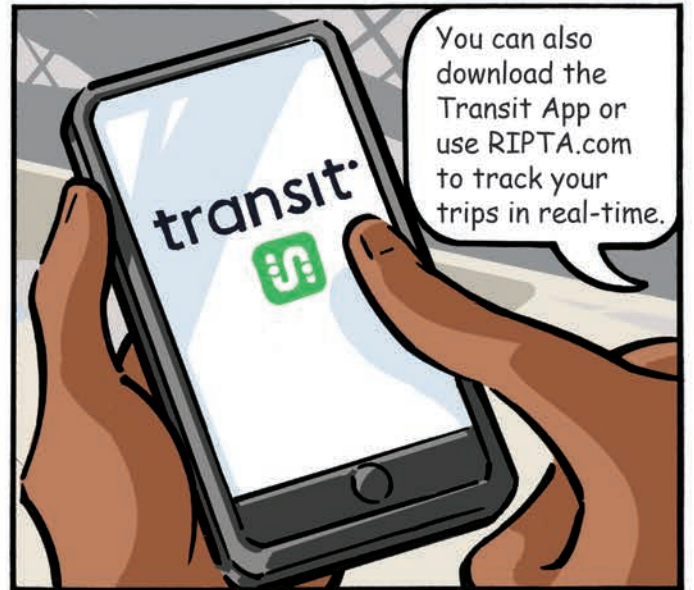
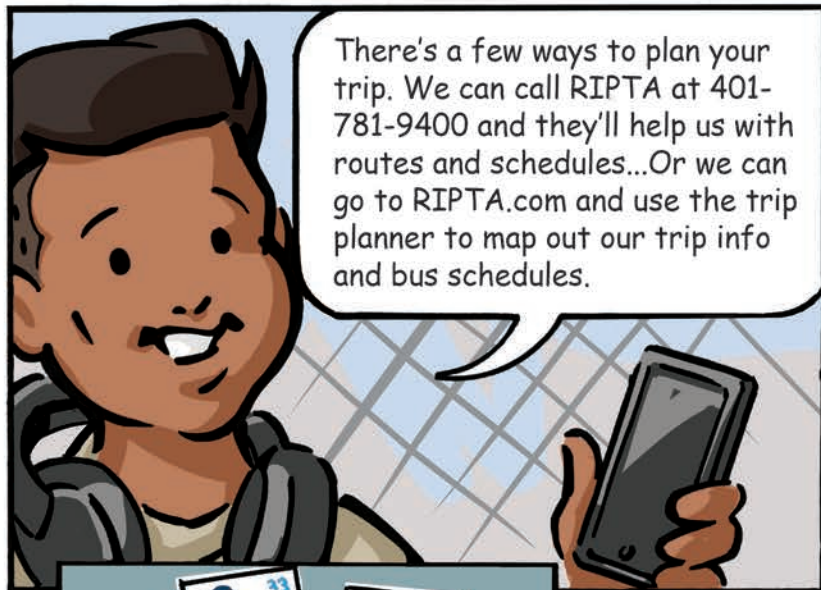
A STEP BY STEP  
GUIDE FOR  
USING THE BUS

BROUGHT TO YOU BY THE RHODE ISLAND PUBLIC TRANSIT AUTHORITY

# RIDING THE BUS IS EASY...

RIPTA buses are an easy, reliable and safe way to reach your destination. Whether you're commuting to work, shopping or visiting a friend, a RIPTA bus is a stress-free, comfortable and economical way to get there.

# LET'S DO THIS!

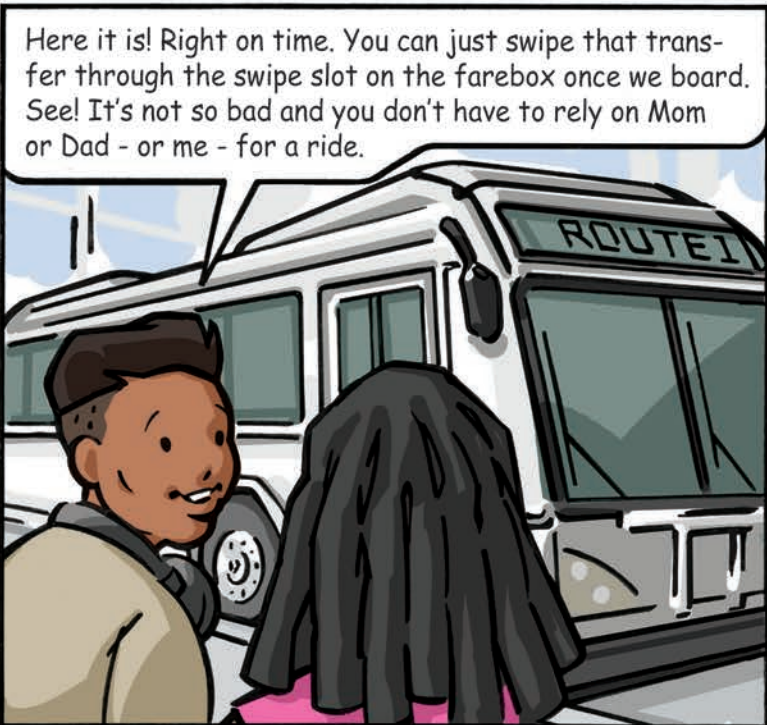
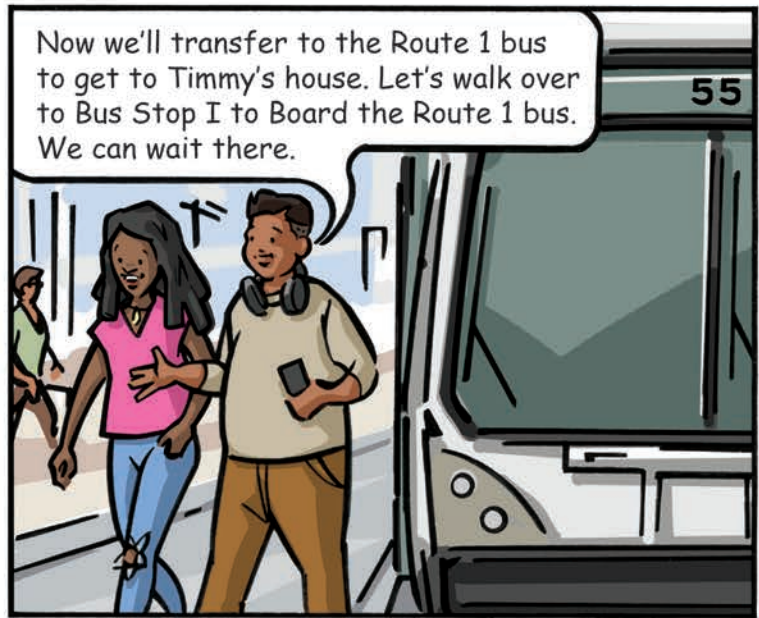


**BUS SCHEDULES** are also available at the RIPTA office at 705 Elmwood Ave in Providence. Pick one up at Kennedy Plaza Intermodal Transportation Center, the Newport Transportation & Visitors Center, Amtrak Providence and the Pawtucket Blackstone Valley Tourism Council.



# RIDE IT!



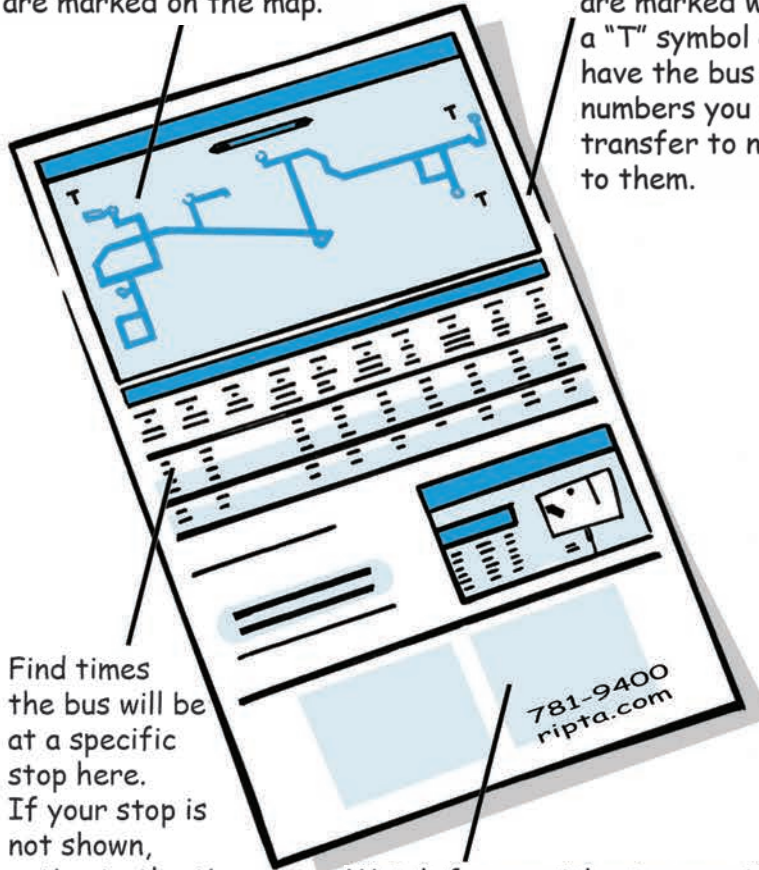


**MADE IT!**

# How To Read A Bus Schedule

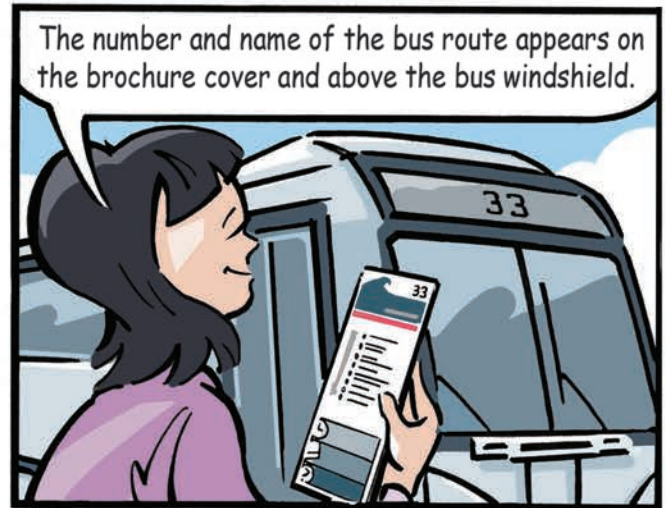
Starting and ending points are marked on the map.

Transfer stations are marked with a "T" symbol and have the bus route numbers you can transfer to next to them.



Find times the bus will be at a specific stop here. If your stop is not shown, estimate the time from the stops before and after.

Watch for special notes providing important information about the bus schedule or route



## Download & Use the Transit App!

- **Check Nearby Departures & Track Your Ride**  
Find a map with your location and a list of nearby transit routes and next departure times.
- **Plan a Trip -**  
Tell "Transit" where you want to go and compare public transportation and other modes.
- **Step by Step Instructions with GO**  
Get notifications when it's time to leave, change lines or get off.
- **Use Uber, Lyft, Bikeshare & E-scooters**  
Tap the link to order a ride!
- **Add Favorite Locations & Lines**  
Add favorite lines for quick access & service-alert notifications.



Transit can get you where you want to go! Check out the Online Help Center at [help.transit.app.com](http://help.transit.app.com) for details!



# WHAT'S IT COST?\*

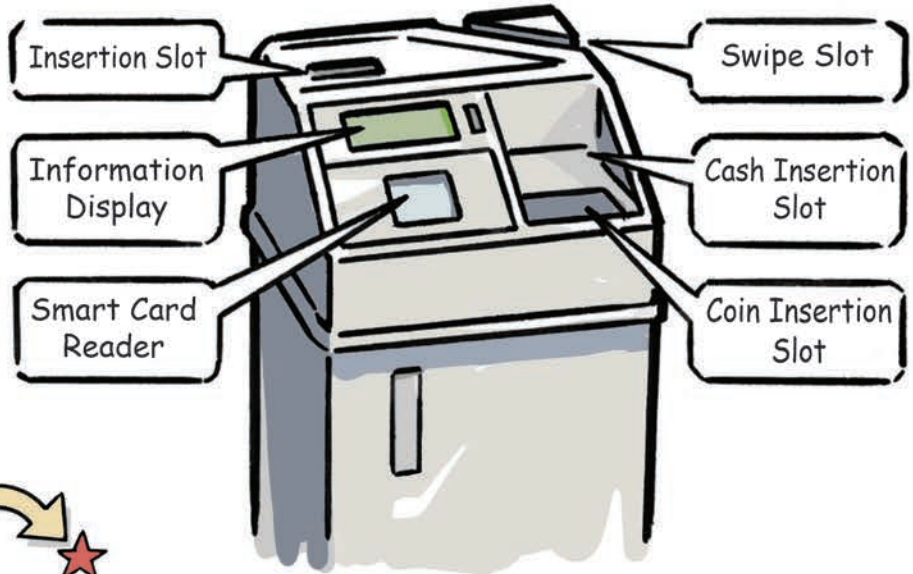


RIPTA offers a variety of fare products depending on your travel needs. A Customer Service Agent (CSA) can help you decide which fare product is right for you.



## FARES: \$2.00

The cost for a regular service bus ride. Just feed **flat, unfolded bills** (\$1, \$5, \$10 & \$20 bills only) into the insertion slot, or deposit coins (**one at a time**) into the coin cup. Drivers cannot make change. Change cards are issued by e-farebox.



## TRANSFERS: \$1.00



Tell the driver you want a transfer **before** you pay. They're issued by the farebox and are valid for unlimited travel for two hours from time of purchase on any bus.

Seniors and people with disabilities receive reduced fare during off-peak hours with their RIPTA REDUCED FARE BUS PASS or Medicare Card

**SENIORS / DISABLED: \$1.00 (Off Peak) TRANSFERS: \$.50 (off peak)**

Low income seniors and people with disabilities can qualify for a No Fare Bus Pass



## DAY PASS \$6.00



Good for 24 hours from time first issued. Valid for unlimited bus and trolley rides. Purchase onboard. Before paying, tell the bus driver you want a one-day pass. Then just swipe the card in the swipe slot.

## 10 RIDE PASS

\$26.00\*\*\*

Valid for 10 one-way trips, including one transfer per trip. Insert in card insertion slot. No expiration.



## MONTHLY PASS

\$70.00\*\* Calendar month

Good for unlimited, statewide travel on RIPTA buses, trolleys and FlexService. Swipe in the slot at the top right of e-farebox.



**CHILDREN** - Under five years old ride free when accompanied by an adult (limit of three children per adult).

**CHANGE CARD** - Issued by the farebox with a .25¢ minimum and a \$18.50 maximum balance good toward a future ride. Not redeemable for cash. No Expiration. Good until used. When a change card has too much writing on it and can no longer fit additional text, the farebox will write "REMAINING VALUE ON NEXT CARD" on the bottom, and a second card containing the remaining value will immediately pop-out.

\*Subject to Change

\*\*On sale at Kennedy Plaza, Shaws, Stop and Shop & Eastside Marketplace \*\*\*On sale at Kennedy Plaza and Eastside Marketplace

# WHEELCHAIR USE



Providing access to service for people with disabilities is a priority for RIPTA! All RIPTA Vehicles comply with the Americans with Disabilities Act and have wheelchair lifts and ramps that can accommodate approximately 600 lbs. Bus operators are trained in the operation of the lifts and can help passengers with disabilities.

## Rack & Ride

RIPTA buses are equipped with Bike Racks so riders can bring their bikes along for no extra charge. Cyclists are responsible for handling their bikes. Children under 16 need to be with an adult. First come, first served.



# ADA Service



For people with disabilities that prevent the use of fixed-route buses, RIPTA offers paratransit service through The RIdE Program, as required by the Americans with Disabilities Act (ADA) of 1990. Contact RIdE at 461-9760 for an ADA application or with questions about ADA service.

ADA Paratransit provides door to door service and requires advance reservations. All trips must start and end within  $\frac{3}{4}$  of a mile of a regular RIPTA bus route.

## Who's Eligible?

- Anyone whose disability prevents the use of a regular wheelchair-lift or ramp equipped bus.
- Anyone whose disability prevents travel to or from bus stops.

## How Do I Arrange For A Ride?

- After you are qualified, call RIdE at 461-9760.
- Be prepared with the necessary information including your name, the exact address of your starting point and destination, and your appointment time.

## What's It Cost?

RIdE ADA fare is \$4.00 each way.

## Where Can I Go?

- Medical appointments
- Shopping
- Movies
- Hairdresser
- Anywhere you want within the  $\frac{3}{4}$  mile ADA corridor!

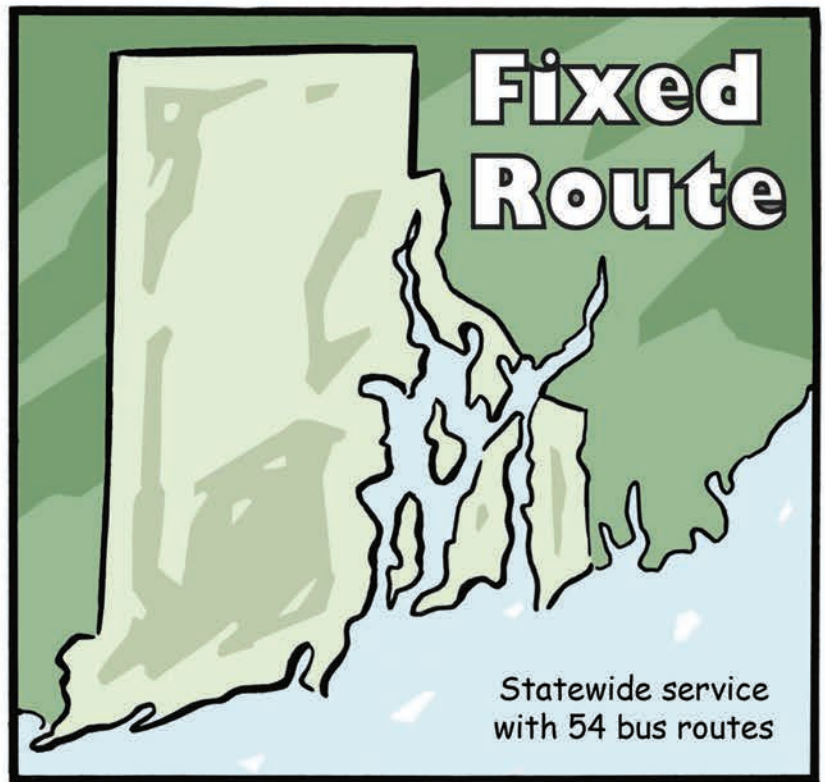


For more information on ADA paratransit service, call 461-9760.



# TRANSIT SERVICE PROGRAMS

Fixed-Route is the backbone of public transit bus service in Rhode Island and is based on the regular operation of buses along designated routes with specified stops. Information on these routes, which are called Fixed Routes, is provided by public schedules.



## Flex Service

Neighborhood service that costs the same as regular service. Connecting to standard bus routes; now available on weekdays in Coventry, Kingston, Narragansett, Pascoag, Slatersville, South Aguidneck, West Warwick, Westerly and Woonsocket.

Call 410-784-9500, ext. 1220 for more information.

## RIPTA MISSION

To provide safe, reliable and cost effective transit service with a skilled team of professionals responsive to our customers, the environment, and committed to transit excellence.

## USEFUL NUMBERS

Customer Service &  
Schedule Information..781-9400  
TDD RI Relay.....1-800-745-5555  
or 711  
Lost & Found.....784-9500 x133  
Photo ID Office.....784-9500 x1604

Flex Service Reservation.....1-877-906-FLEX (3509)  
RIde Program.....461-9760  
Reduced Fare Bus Pass Program For Seniors  
& People with Disabilities.....784-9500 x1604  
Commuter Resources.....784-9575

# Reduced Fare Bus Pass Program for Seniors and People with Disabilities

- RIPTA offers a special Reduced Fare Bus Pass Program for qualified seniors and people with disabilities. Bus Passes are available to seniors and other qualified individuals with valid documentation. Senior citizens (age 65 or over) and people with disabilities may travel on RIPTA for half-fare during non-peak service hours. Just show your Medicare card to the driver or tap your RIPTA Reduced Fare Pass on the farebox to be eligible for this reduced fare.
- Seniors and people with disabilities may ride for half-price with a RIPTA Reduced Fare during non-peak service hours and any time of day on weekends.
- Seniors and people with disabilities pay full fare during RIPTA peak service hours (7am-9am and 3pm-6pm) on weekdays and pay half fare all other times when they present a RIPTA Reduced Fare Pass or Medicare Card.
- Qualifying low-income seniors and people with disabilities may ride for no fare any time of day with a RIPTA Valid All Day Reduced Fare Pass.
- Bus passes for seniors will cost \$10 in 2019 and are valid for two years.

## DO I QUALIFY?

### Seniors

If you are 65 years of age and older, you automatically qualify for a RIPTA Reduced Fare Bus Pass when you present photo identification with proof of age. Senior RIPTA No Fare Bus Passes are based on low income qualifications.

### People with Disabilities

To receive a RIPTA Reduced Fare Bus Pass, you must present proof of identity as well as a Medicare Card with Disability Code, Social Security Disability Award Letter or a Department of Veteran Affairs Letter (with disability rating at or above 40%). To receive a RIPTA Valid All Day Reduced Fare Pass, you must meet low income qualifications.



Go to [ripta.com](http://ripta.com) or call 784-9500 x. 604 for the full eligibility process.



### Where Do I Apply for my RIPTA Reduced Fare and Valid All Day Reduced Fare Pass?

Visit the RIPTA Photo ID Office, located in the Kennedy Plaza Intermodal Transportation Center in Downtown Providence on Monday or Wednesday, or RIPTA Headquarters at 705 Elmwood Avenue, Providence, RI on Tuesday and Thursday. The hours of operation for both offices are 9am-12pm and 1pm - 4pm.

### Community Site Visit Schedule

Every week RIPTA Photo Identification staff travel to communities throughout the state to provide bus passes to qualified seniors and individuals with disabilities who are unable to get to our offices in Providence. The Photo ID Office will be closed all day every Friday to provide photo identification "road trip" services around the state. Call Customer Service or visit [RIPTA.com](http://RIPTA.com) to find out if there is a road trip scheduled near you!

Just tap your card on the e-farebox.



For further information on how to qualify for RIPTA's Reduced Fare Bus Pass Program for Seniors and People with Disabilities, customers can call 401-784-9500, ext. 604 or visit [ripta.com](http://ripta.com).

# THE RULES FOR RIDING



Leave front seats open for seniors and people with disabilities.



Radios may be used with headphones only.



Weapons, explosives, car batteries, or other flammable liquids are not permitted on RIPTA buses.

Fold strollers and carriages before boarding and don't block the aisle with personal items.



Standing is permitted only behind the yellow line.



Smoking, eating and drinking aren't allowed on the bus.



Animals are not permitted (except for service animals).

Board the bus through the front doors and exit through the back. Always use pedestrian crosswalks, look both ways and don't block spaces reserved for wheelchairs.

Always take your personal belongings. Never touch abandoned or suspicious packages! Notify the bus driver immediately.

# Commuter Resource RI

We're here to help improve your commute!

RIPTA is here to help you use its services and plan your commute through its Commuter Resource RI Program which is supported with federal funds. Our team offers the following services and information:

## Park & Ride

We help commuters find convenient Park n' Ride lots and times for express and commuter bus service.

## Carpooling

We'll find you a carpool companion!



## Parking Cash Out

We support businesses on implementing state law 37-5-7.1, which requires certain employers who provide subsidized parking for their employees to offer a RIPTA transit pass in lieu of a parking space.

## Discounted Downtown Parking (for carpools)

We provide secure indoor parking at Providence Place Mall.

## Guaranteed Ride Home

When an emergency rises, this program provides carpoolers with a limited number of free taxi rides.

## School Pool

A free service providing parents a secure and reliable network of families interested in sharing the responsibilities of the school day commute.

## U-PASS

We provide transportation information for students at participating schools that provide free or discounted fares on RIPTA.



COMMUTERresourceRI

RETHINK YOUR RIDE



**SAVE GAS.  
SAVE MONEY.  
SAVE THE WORLD.**

**TRY TRANSIT**

**EXPLORE**

**YOUR COMMUTING OPTIONS!**

**RIPTA • Vanpool • Carpool Matching • Park & Ride  
Rack & Ride • EcoPass • Commuter Rail & More!**

**Call (401) 784-9575, e-mail [commuter@RIPTA.com](mailto:commuter@RIPTA.com)  
or visit [www.RIPTA.com](http://www.RIPTA.com) today for more information!**



**RIPTA**

**RHODE ISLAND PUBLIC TRANSIT AUTHORITY**