



**Thursday, March 26, 2026  
1:30 p.m.  
269 Melrose Street, Providence  
Transportation Board Room**

[RIPTA Board of Directors March 26, 2026](#)

## **AGENDA**

1. Board Approval To consider for approval the Draft Meeting Minutes of the Board of Directors Meeting of January 22, 2026.
2. Board Approval To consider for approval the Draft Executive Session Meeting Minutes of the Board of Directors Meeting of January 22, 2026.
3. Board Approval To consider for approval the Draft Meeting Minutes of the Special Board of Directors Meeting of February 5, 2026.
4. Board Approval To consider for approval the Draft Executive Session Meeting Minutes of the Special Board of Directors Meeting of February 5, 2026.
5. Public Comment

By a majority vote, a public body may amend its agenda to add items. The additional items shall be for informational purposes only and may not be voted on except when necessary to address an unexpected occurrence requiring immediate action or to refer the matter to an appropriate committee pursuant to R.I. Gen. Laws §42-46-6(b).

Copies of Meeting Minutes may be obtained pursuant to RIPTA's public records policy, which is available at <https://www.ripta.com/public-records-request/>. An interpreter for the deaf and hard of hearing can be provided by calling 784-9500 x1171 at least 48 hours in advance. The location is accessible to the handicapped.

## 6. CEO Report

- CEO Update
- Key Initiatives
- Monthly Ridership
- On Time Performance
- Lost Service
- Budget
- Safety Events

- |     |                                   |   |
|-----|-----------------------------------|---|
| 7.  | Board Discussion Only             | Update on Strategic Initiatives.  |
| 8.  | Board Discussion / Potential Vote | Request for Approval – Award of Contract – Transit Data Software Platform           |
| 9.  | Board Discussion / Potential Vote | Request for Approval – Amendment to Contract 25-17 Snow/Ice Removal at Bus Shelters |
| 10. | Board Discussion/ Potential Vote  | Board Questions and Answers.  |
| 11. | Adjournment                       |   |

This Agenda was posted on March 24, 2026.

By a majority vote, a public body may amend its agenda to add items. The additional items shall be for informational purposes only and may not be voted on except when necessary to address an unexpected occurrence requiring immediate action or to refer the matter to an appropriate committee pursuant to R.I. Gen. Laws §42-46-6(b).

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**Board of Directors Meeting Minutes**  
**Thursday, January 22, 2026**  
**1:30 p.m.**  
**269 Melrose Street, Providence**  
**Transportation Board Room**

**Members Present:** Director Peter Alviti, Board Chair; James Leach, Board Treasurer; Patrick Crowley, Board Secretary; Normand Benoit; Vincent Masino.

**Absent Members:** Bernard Georges; James Lombardi; Marcy Reyes; and Heather Schey.

**Also Present:** Christopher Durand, CEO; Christopher Fragomeni, Esq., Board Counsel; Jacqueline Weidinger, Executive Assistant to CEO; members of RIPTA staff; and members of the public.

**Call to Order:** Director Alviti calls the meeting to order at 1:31 p.m., indicating that quorum was present.

**Agenda Item 1:** **To consider for approval the Draft Meeting Minutes of the Board of Directors Meeting of December 17, 2025.**

Mr. Crowley makes a motion to approve the minutes. Mr. Masino seconds, and the motion passes with favorable votes by Director Alviti, Mr. Leach, and Mr. Benoit.

**Agenda Item 2:** **To consider for approval the Draft Executive Session Meeting Minutes of the Board of Directors Meeting of December 17, 2025.**

Mr. Crowley makes a motion to approve the minutes, as amended during the meeting, namely correcting a typographical error in a date. Mr. Masino seconds and the motion passes with favorable votes by Director Alviti, Mr. Leach, and Mr. Benoit.

### **Agenda Item 3:      Public Comment**

#### 1. Daria Phoebe Brashear

- Is in favor of the Millionaires' Tax legislation.

#### 2. Dylan Giles – Save RIPTA – Providence Street Coalition

- Discusses service cuts and rider impact from the 2025 RIPTA Service Cuts / Impact Report that Save RIPTA and the Providence Street Coalition prepared and distributed to the Board of Directors.
- Grateful for the Pawtucket / Central Falls Center, but states that more service options are needed.
- Is in favor of the Millionaires' Tax legislation.
- Discussed the devastating loss of a young family member of Nicole O'Loughlin's who works with Save RIPTA.

### **Agenda Item 4:      CEO Report**

Christopher Durand, RIPTA's CEO, provides an update regarding RIPTA's Employee Spotlight; the RIPTA drivers and staff honored by Governor McKee; Ridership; On-Time Performance; Lost Service; Budget; and Safety Data.

No vote is taken.

### **Agenda Item 5:      RIPTA Policies Pursuant R.I. Gen. Laws § 42-155, et seq.**

Steven Colantuono, RIPTA's Chief Legal Counsel, presents the request to approve RIPTA Policies pursuant to R.I. Gen. Laws § 42-155 et seq.

Mr. Crowley makes a motion to approve the following RIPTA Policies, as presented:

- Policy Governing all RIPTA Policies,
- Code of Ethics Policy,
- Indemnification Policy,
- Grants and Charitable and Civic Donations Policy,
- Lobbying Policy,
- Credit Card Policy,
- Employee Recruitment and Hiring Policy,
- Employee Retirement, Resignation, and Termination Policy,

- Expense Reimbursement Policy,
- Internal Accounting and Administrative Controls Policy,
- Marketing and Communications Policy, and
- Travel Policy.

Mr. Masino seconds and the motion passes with favorable votes by Director Alviti, Mr. Benoit and Mr. Leach.

**Agenda Item 6:      Line of Credit – Board Resolution**

Christopher Durand presents the request for the Authority to enter into a credit agreement with Bank of America, N.A.

Mr. Crowley makes a motion to approve the request and issue a resolution. Mr. Masino seconds and the motion passes with favorable votes by Director Alviti, Mr. Benoit and Mr. Leach.

**Agenda Item 7:      Board Resolution as presented by RIPTA Board Member Normand Benoit – Support of “Millionaires’ Tax Legislation”**

Mr. Benoit presents a resolution to the Board regarding support of the “Millionaires’ Tax Legislation”.

Discussion ensues and Mr. Benoit makes a motion to approve and issue the resolution. Mr. Crowley seconds the motion. The motion fails with opposition from Director Alviti, Mr. Masino and Mr. Leach.

**Agenda Item 8:      Board Questions and Answers**

None. No vote taken.

**Agenda Item 9:        Executive Session**

Executive Session to consider, discuss and act upon such matters as may be closed to the public pursuant to R.I. Gen. Laws § 42-46-5(a)(2) (Sessions pertaining to collective bargaining or litigation, or work sessions pertaining to collective bargaining or litigation).

Mr. Crowley makes a motion to enter into Executive Session. Mr. Masino seconds, and the motion passes with favorable votes by Mr. Leach, Mr. Benoit and Director Alviti.

The Board enters into Executive Session to consider, discuss and act upon such matters as may be closed to the public pursuant to R.I. Gen. Laws § 42-46-5(a)(2) (Sessions pertaining to collective bargaining or litigation, or work sessions pertaining to collective bargaining or litigation).

The Board and Counsel enter into Executive Session at 2:31 p.m.

The Board and Counsel enter public session at 2:44 p.m.

Attorney Fragomeni reports that four votes were taken during Executive Session, including a vote to seal the votes taken during Executive Session and a vote to adjourn Executive Session.

Mr. Masino makes a motion to seal the minutes of the Executive Session. Mr. Leach seconds, and the motion passes with favorable votes by Mr. Benoit, Mr. Crowley and Director Alviti.

**Agenda Item 10:        Adjournment – 2:47 p.m.**

Mr. Crowley makes a motion to adjourn. Mr. Masino seconds, and the motion passes with favorable votes by Director Alviti, Mr. Leach and Mr. Benoit.

Respectfully submitted,

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Patrick Crowley, Secretary



**Special Board of Directors Meeting Minutes**  
**Thursday, February 5, 2026**  
**3:00 p.m.**  
**269 Melrose Street, Providence**  
**Transportation Board Room**

**Members Present:** James Lombardi, Board Vice Chair; James Leach, Board Treasurer; Patrick Crowley, Board Secretary; Vincent Masino; and Heather Schey.

**Absent Members:** Director Alviti, Board Chair; Bernard Georges; Normand Benoit; and Marcy Reyes.

**Also Present:** Christopher Durand, CEO; Christopher Fragomeni, Esq., Board Counsel; Jacqueline Weidinger, Executive Assistant to CEO; members of RIPTA staff; and members of the public.

**Call to Order:** James Lombardi calls the meeting to order at 3:05 p.m., indicating that a quorum is present.

**Agenda Item 3: Executive Session**

Executive Session to consider, discuss and act upon such matters as may be closed to the public pursuant to R.I. Gen. Laws § 42-46-5(a)(2) (Sessions pertaining to collective bargaining or litigation, or work sessions pertaining to collective bargaining or litigation).

Mr. Leach makes a motion to enter into Executive Session. Ms. Schey seconds, and the motion passes with favorable votes by Mr. Crowley, Mr. Masino and Mr. Lombardi.

The Board enters into Executive Session to consider, discuss and act upon such matters as may be closed to the public pursuant to R.I. Gen. Laws § 42-46-5(a)(2) (Sessions pertaining to collective bargaining or litigation, or work sessions pertaining to collective bargaining or litigation).

The Board and Counsel enter into Executive Session at 3:06 p.m.

The Board and Counsel enter public session at 3:16 p.m.

Attorney Fragomeni reports that only one vote was taken during Executive Session, a vote to adjourn Executive Session.

Mr. Crowley makes a motion to seal the minutes of the Executive Session. Mr. Masino seconds, and the motion passes with favorable votes by Mr. Leach, Mr. Lombardi, and Ms. Schey.

Mr. Crowley makes a motion to approve the Collective Bargaining Agreement, as ratified by the Local 618 Union. Mr. Lombardi seconds the motion, and the motion passes with favorable votes by Mr. Leach, Mr. Masino, and Ms. Schey.

**Agenda Item 2: Approval of Expenditures to INIT (RIPTA's fare technology provider) to implement open payments on the fleet, and outfit the paratransit fleet with Wave validators.**

Christopher Durand makes the request.

Mr. Crowley makes a motion to approve. Ms. Schey seconds and the motion passes with favorable votes by Mr. Leach, Mr. Masino, and Mr. Lombardi.

Mr. Crowley exits the meeting at 3:21pm.

**Agenda Item 1: Public Comment**

1. Walter Melillo

- Gives his sincere thanks for approving the 618 Union Contract, states that this is a testament to the respect for one another, the shared goal and a fair path forward. The Union Members also thank you for the shared support.

2. Randall Rose – Rhode Island Transit Riders

- States that any break down in technology, vendors should not be paid for or during that time.

- Discusses how dangerous the bus stops are due to the snow storms with riders waiting in the street.

**Agenda Item 4:      **Adjournment – 3:27 p.m.****

The meeting adjourns at 3:27 p.m. No vote is taken.

Respectfully submitted,

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Patrick Crowley, Secretary

DRAFT



RHODE ISLAND PUBLIC TRANSIT AUTHORITY



# CEO UPDATE



## What Can Happen in a Year?

2025 was a year of major progress, with more than 12.5 million rides connecting Rhode Islanders to jobs, school, healthcare, and opportunity. From new pilot programs and employer partnerships to infrastructure investments, technology upgrades, and expanded customer support, RIPTA continued to make transit more reliable, accessible, and easier to use. The 2025 Year-in-Review [Report](#) and [video](#) are now available at [RIPTA.com/YearInReview](https://ripta.com/YearInReview).

## Pawtucket-Central Falls Transit Center Passenger Facility Officially Opens

On Tuesday, January 20, 2026, federal, state and local partners gathered to celebrate the opening of the new passenger amenity building at the Pawtucket-Central Falls Transit Center, marking an important milestone in the continued transformation of the site into a full-service transit hub. Located at 300 Pine Street in Pawtucket, the welcoming, year-round indoor space features public restrooms, driver restrooms and break room, a waiting area with seating and real-time passenger information screens, and a security office.

## Warming Centers Near You

RIPTA launched a new webpage to help connect riders with essential community resources. Visit [RIPTA.com/Warm](https://ripta.com/Warm) to find local warming centers across Rhode Island and the bus routes that serve them.

## Winter Service Changes Implemented January 17, 2026

These scheduled winter service changes are cost-neutral and reflect recent feedback received directly from riders. Adjustments include trip time changes on select express routes to better align with work schedules, based on overwhelming feedback from passengers who rely on these routes for their daily commute. These updates were determined using performance data, with a focus on comparing scheduled service to actual on-street conditions. RIPTA also proactively sought input from bus operators, who provided valuable insight based on their day-to-day experience and the feedback they receive from riders.

## How to Ride Travel Training Presentation

RIPTA's travel ambassadors visit organizations across the state to deliver "How to Ride" presentations. This month, the team presented to the Lincoln High School Transition to Adulthood Program, which provides comprehensive transition services for students with special needs, focusing on preparing them for life after high school.

## 2026 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.

In January 2026, RIPTA staff traveled to the William Donovan Manor in Newport, Leon Mathieu Senior Center in Pawtucket, and St. Elizabeth's Apartments in Providence, processing a total of 45 bus passes.

# KEY INITIATIVES

## Workforce Development

Four CDL Holder applicants began training 2/23  
RIPTA Training leaders meeting with CCRI for apprenticeship development



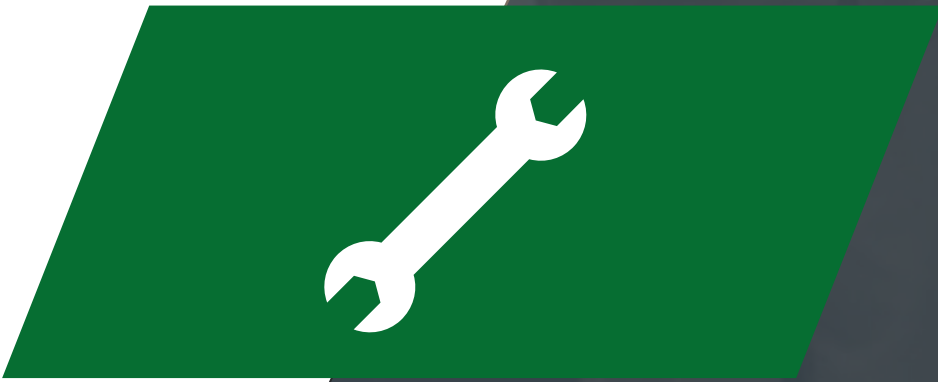
## Service Improvements

Winter service changes took effect 1/17  
Looking at on-time performance for summer service changes



## Amenity Improvements

Continuing to monitor snow removal at shelters  
Assisting with snow removal at steps when we can



## Performance Data and Benchmarking

New analytical tool to improve information to passengers and internal decision makers





# EMPLOYEE SPOTLIGHT

In the wake of Winter Storm Hernando, we extend our deepest gratitude to the dedicated RIPTA employees who worked around the clock to clear snow, prepare vehicles, restore facilities, and safely reinstate service across the state.

From operators and mechanics to utility crews, facilities staff, dispatchers, and support teams, their commitment ensured that our system could get back up and running as quickly and safely as possible. Their hard work, even in challenging and freezing conditions, demonstrates the resilience and teamwork that define this organization.

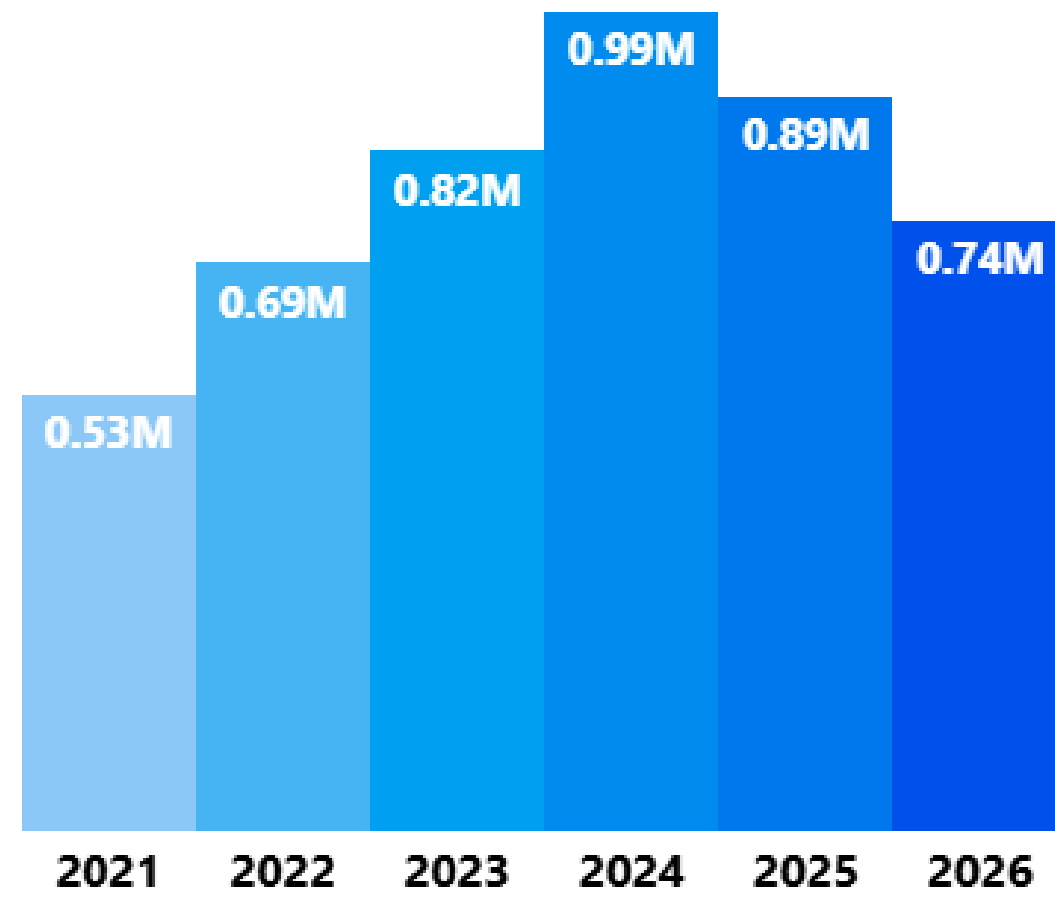
We also want to sincerely thank our passengers for their patience and understanding during service suspensions and delays. Severe winter weather impacts everyone, and we appreciate the community's cooperation as we prioritized safety and worked to restore reliable service.

Together, we weathered the storm and kept Rhode Island moving.

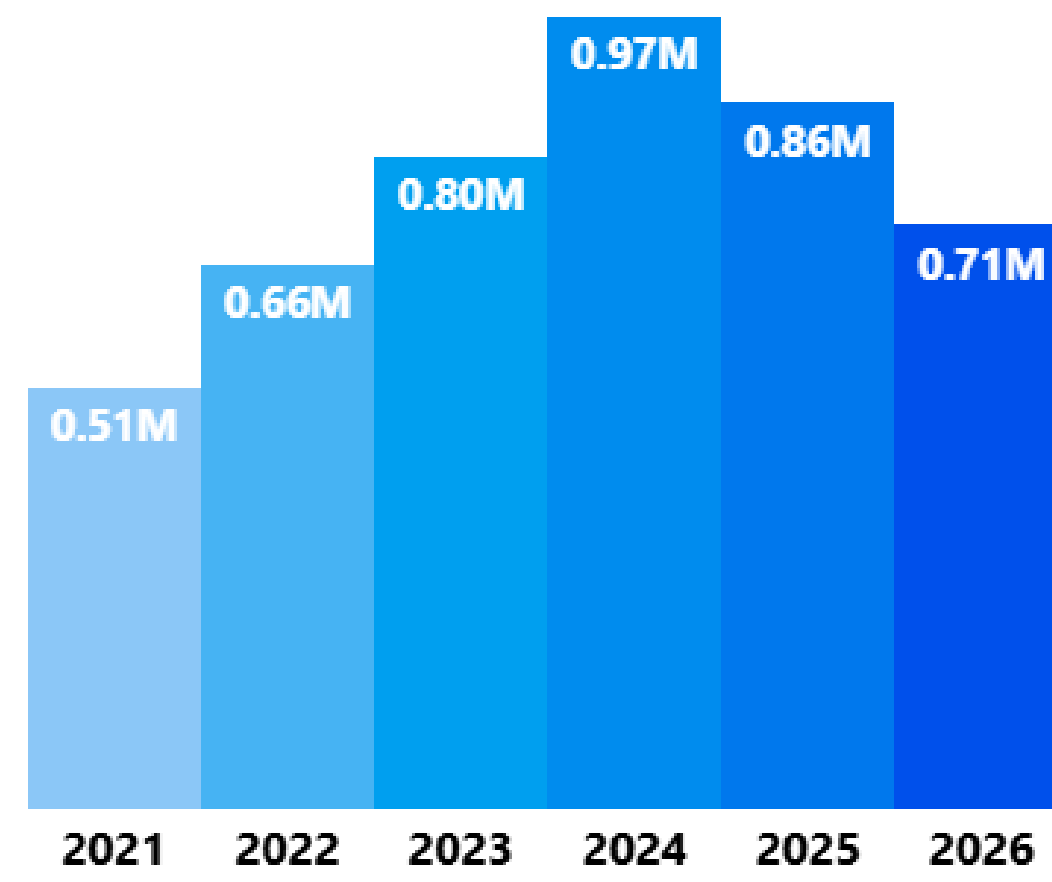
**RIPTA Employees Rise to the Challenge During Winter Storm Hernando**

# MONTHLY RIDERSHIP

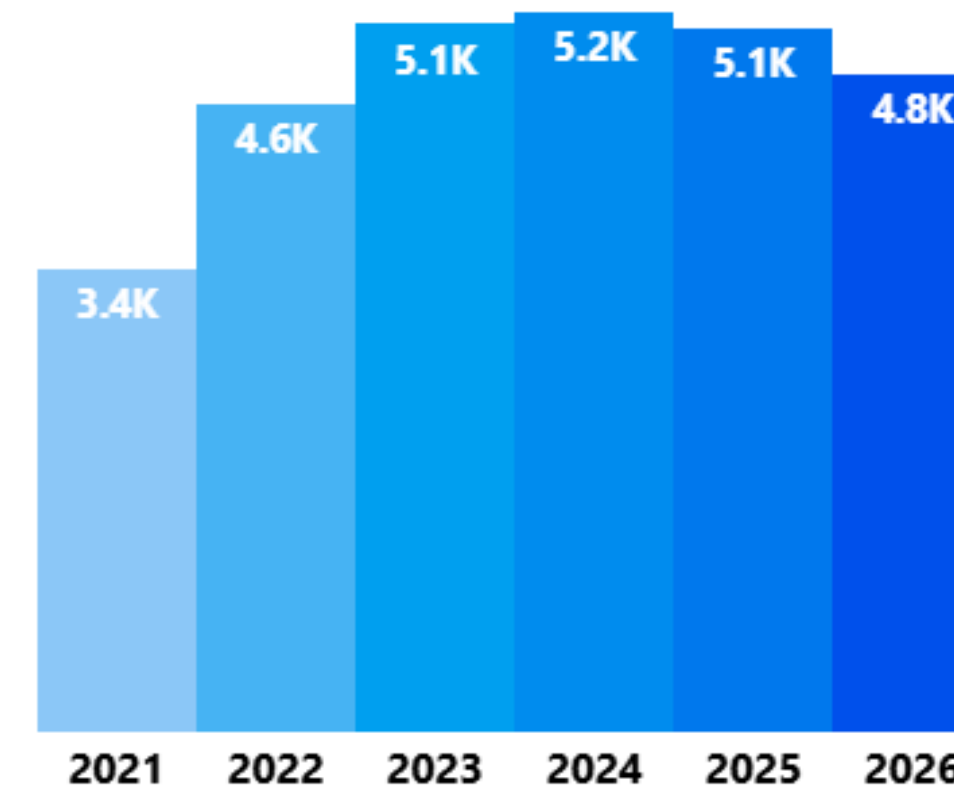
## February 2026 Systemwide Ridership



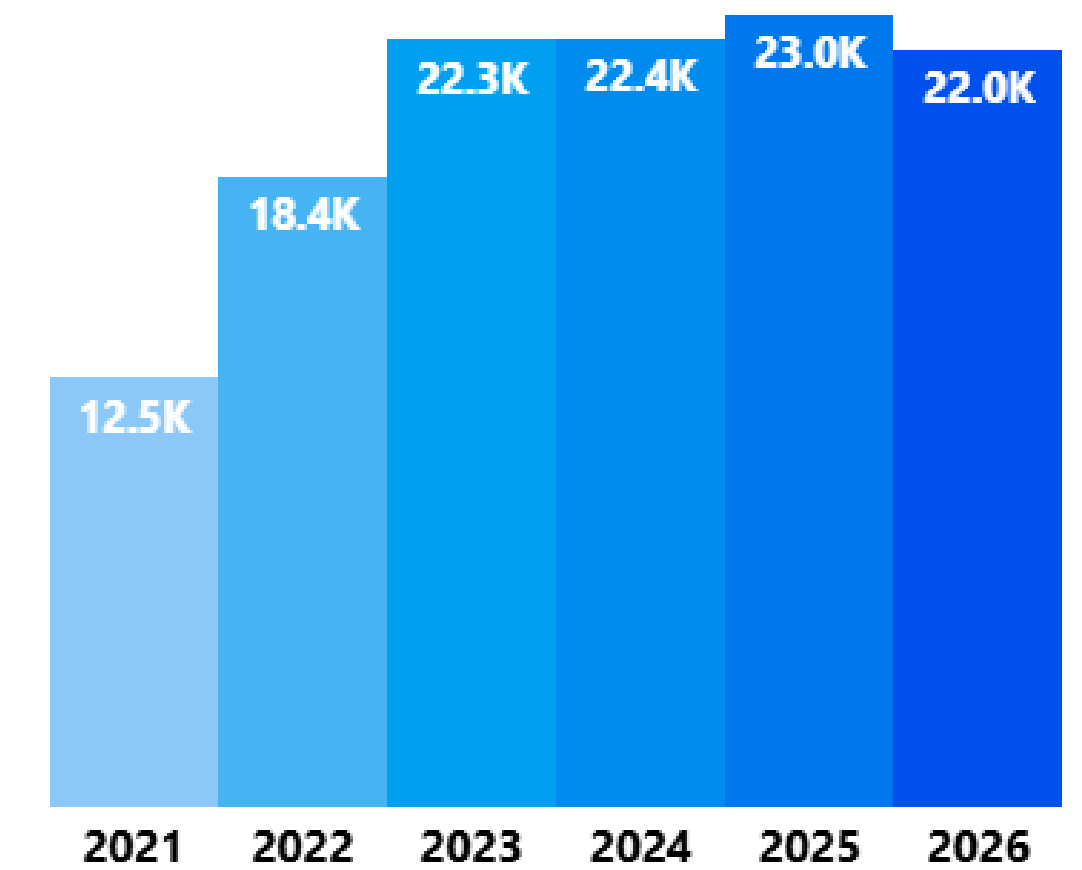
**Systemwide**



**Fixed-Route**



**Flex**



**Ride Paratransit**

### RIDERSHIP DECREASED 17% IN FEBRUARY 2026 FROM FEBRUARY 2025

*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 3<sup>rd</sup> party reports for Taxi trips, Flex On Demand ridership (included with Flex) comes from Spare*

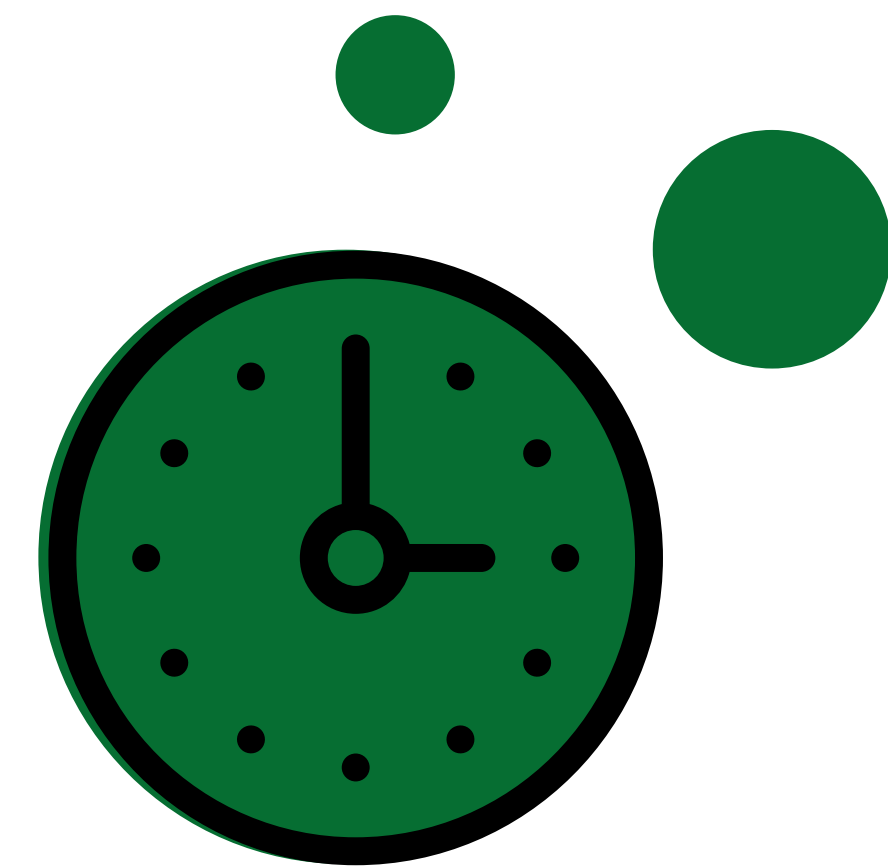
# ON TIME PERFORMANCE (OTP): FIXED-ROUTE

## Monthly Average OTP

| Month         | Average OTP      | Overall Performance |
|---------------|------------------|---------------------|
| FEBRUARY 2026 | + 2 mins 38 secs | On Time             |
| JANUARY 2026  | + 2 mins 32 secs | On Time             |
| DECEMBER 2025 | + 2 mins 10 secs | On Time             |



In February 2026, Fixed-route buses met on-time performance standards (departures between 1 min early and 5 mins late), averaging a 2 min 43 secs late departure

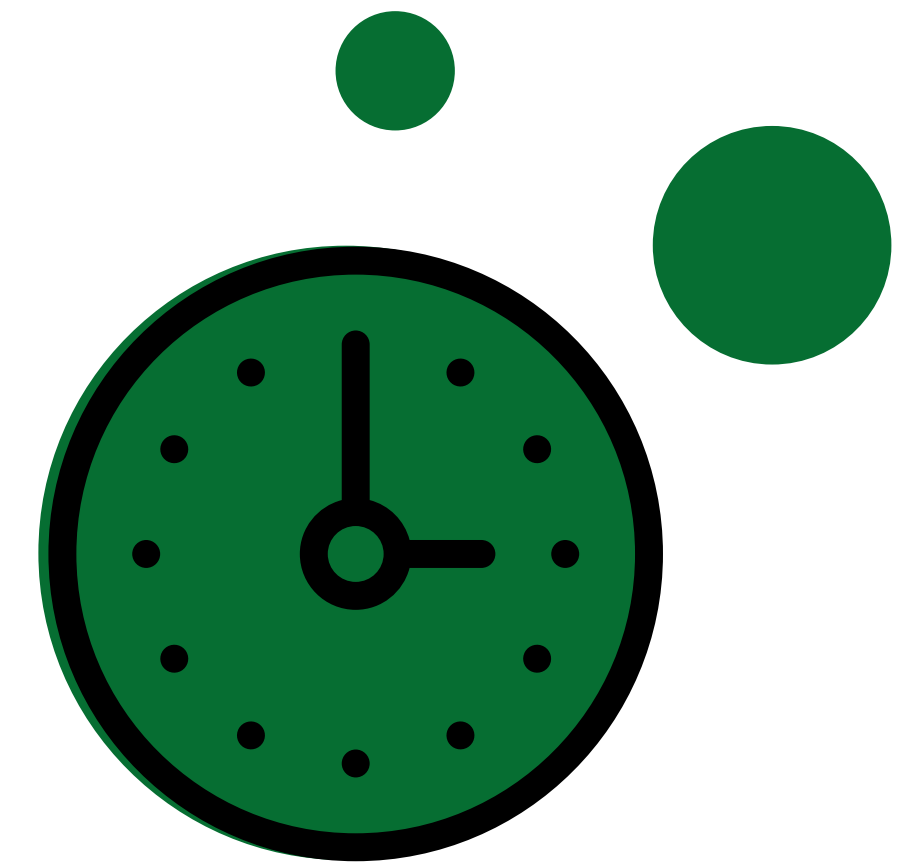
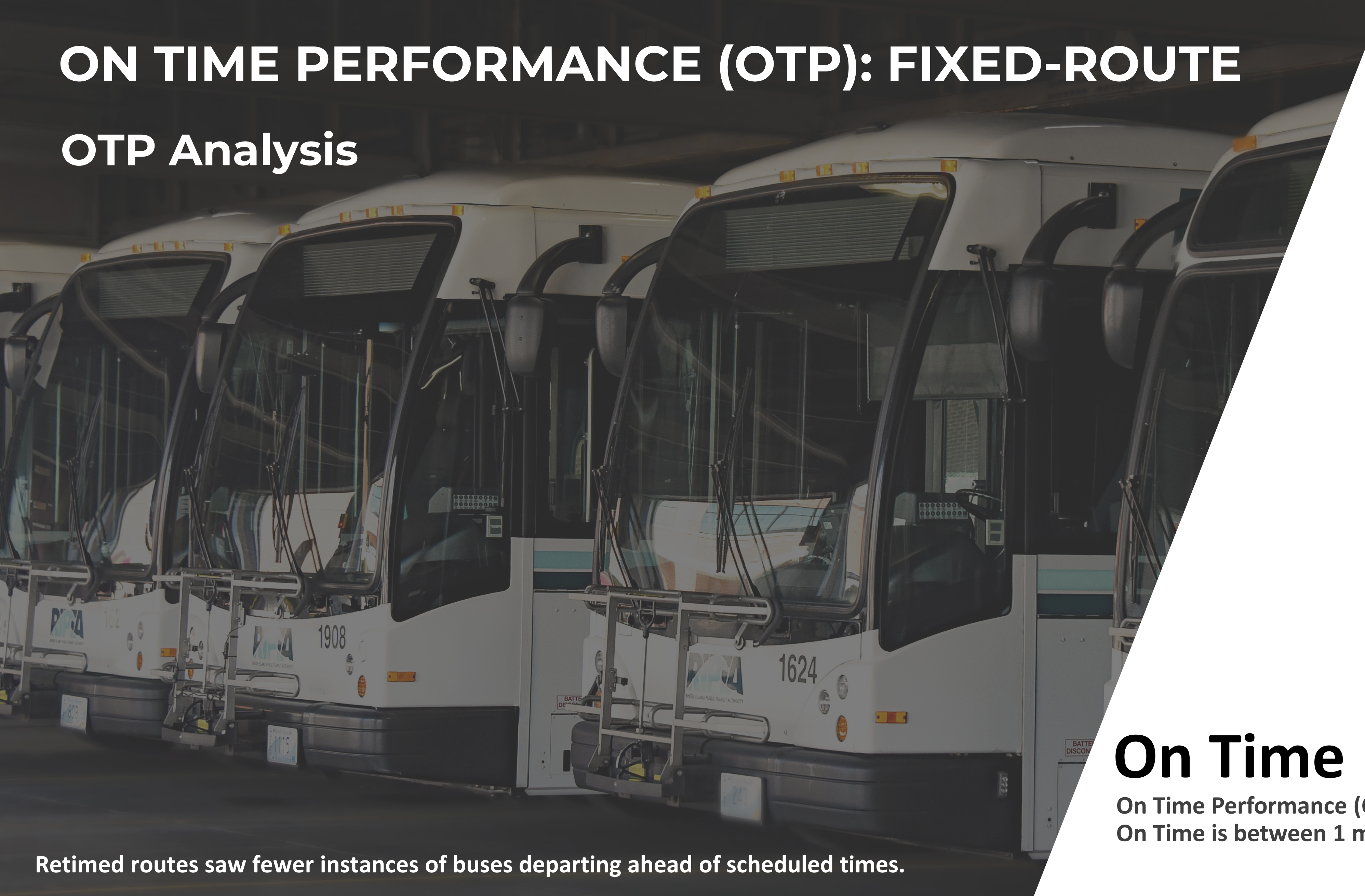


## On Time Performance

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

# ON TIME PERFORMANCE (OTP): FIXED-ROUTE

## OTP Analysis



## On Time Performance

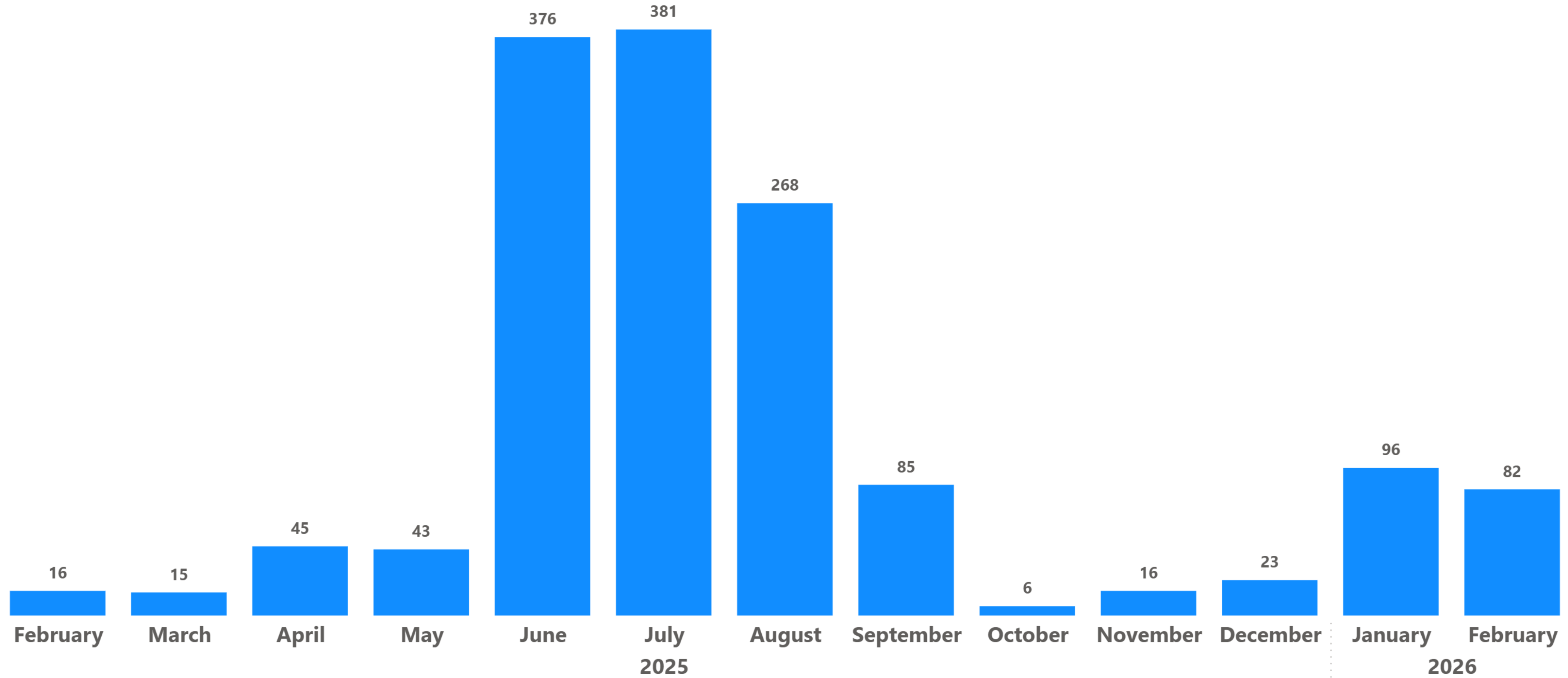
On Time Performance (OTP) is based on Departure Time. On Time is between 1 minute early and 5 minutes late.

Retimed routes saw fewer instances of buses departing ahead of scheduled times.

# LOST SERVICE

## February 2026

### Cancelled/Uncovered Trips by Year and Month



\* Counts based on regular trips

\*\* Cancelled does not include Standby or School Cancelled trips

## Budget to Actual - January 2026

| Budget-Actual FY 2026      | Monthly Current Year |                     |                    |              |
|----------------------------|----------------------|---------------------|--------------------|--------------|
|                            | Budget               | Actual              | VAR \$             | VAR %        |
| Federal Subsidies          | \$4,613,414          | \$13,240,011        | \$8,626,598        | 187.0%       |
| State Subsidies            | \$6,103,355          | \$4,561,204         | (\$1,542,151)      | -25.3%       |
| Other Revenue              | \$531,962            | \$326,471           | (\$205,491)        | -38.6%       |
| Ride Passenger Fares       | \$221,274            | \$189,242           | (\$32,032)         | -14.5%       |
| Passenger Fares            | \$910,272            | \$754,997           | (\$155,275)        | -17.1%       |
| Third Party Fares          | \$925,670            | \$900,079           | (\$25,591)         | -2.8%        |
| Special Project Revenue    | \$119,542            | \$0                 | (\$119,542)        | 0.0%         |
| <b>Total Revenue</b>       | <b>\$13,425,489</b>  | <b>\$19,972,005</b> | <b>\$6,546,516</b> | <b>48.8%</b> |
|                            | <b>Budget</b>        | <b>Actual</b>       | <b>VAR \$</b>      | <b>VAR %</b> |
| Salaries & Fringe Benefits | \$10,473,574         | \$10,272,501        | \$201,073          | 1.9%         |
| Contract Services          | \$1,527,037          | \$586,674           | \$940,363          | 61.6%        |
| Operating Expense          | \$1,742,151          | \$1,641,126         | \$101,025          | 5.8%         |
| Utilities                  | \$387,544            | \$334,908           | \$52,636           | 13.6%        |
| Capital Match & Repayment  | \$45,046             |                     | \$45,046           | 100.0%       |
| Special Projects           | \$119,542            | \$0                 | \$119,542          | 100.0%       |
| <b>Total Expenses</b>      | <b>\$14,294,894</b>  | <b>\$12,835,210</b> | <b>\$1,459,685</b> | <b>10.2%</b> |
| <b>Surplus/(Deficit)</b>   | <b>(\$869,405)</b>   | <b>\$7,136,795</b>  | <b>\$8,006,200</b> |              |

- Federal Revenues are over budget in the month of January due to timing of reimbursements. We did several large operating reimbursement draws that covered the first half of the year. Those accruals were included in the December CEO report financials.
- Passenger Revenues overall are under budget though third-party fares are within 3% of the budget.
- Salaries and Fringe Benefits are within 2% of the budget.
- Contract Services are down overall in the month of January due to lower-than-expected professional services related to planning projects.

## Budget to Actual through January 31, 2026

| Budget-Actual FY 2026      | Year To Date<br>Current Year |                     |                       |               |
|----------------------------|------------------------------|---------------------|-----------------------|---------------|
|                            | Budget                       | Actual              | VAR \$                | VAR %         |
| Federal Subsidies          | \$32,293,895                 | \$26,773,456        | (\$5,520,440)         | -17.1%        |
| State Subsidies            | \$39,921,069                 | \$35,978,210        | (\$3,942,859)         | -9.9%         |
| Other Revenue              | \$3,723,733                  | \$1,189,241         | (\$2,534,492)         | -68.1%        |
| Rlde Passenger Fares       | \$1,540,102                  | \$1,326,856         | (\$213,246)           | -13.8%        |
| Passenger Fares            | \$7,266,457                  | \$6,063,452         | (\$1,203,005)         | -16.6%        |
| Third Party Fares          | \$6,260,066                  | \$6,321,424         | \$61,358              | 1.0%          |
| Special Project Revenue    | \$836,792                    | \$0                 | (\$836,792)           | -100.0%       |
| <b>Total Revenue</b>       | <b>\$91,842,113</b>          | <b>\$77,652,638</b> | <b>(\$14,189,475)</b> | <b>-15.4%</b> |
|                            | <b>Budget</b>                | <b>Actual</b>       | <b>VAR \$</b>         | <b>VAR %</b>  |
| Salaries & Fringe Benefits | \$64,937,160                 | \$61,826,952        | \$3,110,208           | 4.8%          |
| Contract Services          | \$10,689,109                 | \$4,687,548         | \$6,001,561           | 56.1%         |
| Operating Expense          | \$11,626,134                 | \$10,500,493        | \$1,125,641           | 9.7%          |
| Utilities                  | \$1,315,926                  | \$1,371,141         | (\$55,215)            | -4.2%         |
| Capital Match & Repayment  | \$315,320                    |                     | \$315,320             | 100.0%        |
| Special Projects           | \$836,792                    | \$14,505            | \$822,287             | 98.3%         |
| <b>Total Expenses</b>      | <b>\$89,720,441</b>          | <b>\$78,400,639</b> | <b>\$11,319,802</b>   | <b>12.6%</b>  |
| <b>Surplus/(Deficit)</b>   | <b>\$2,121,672</b>           | <b>(\$748,001)</b>  | <b>(\$2,869,673)</b>  |               |

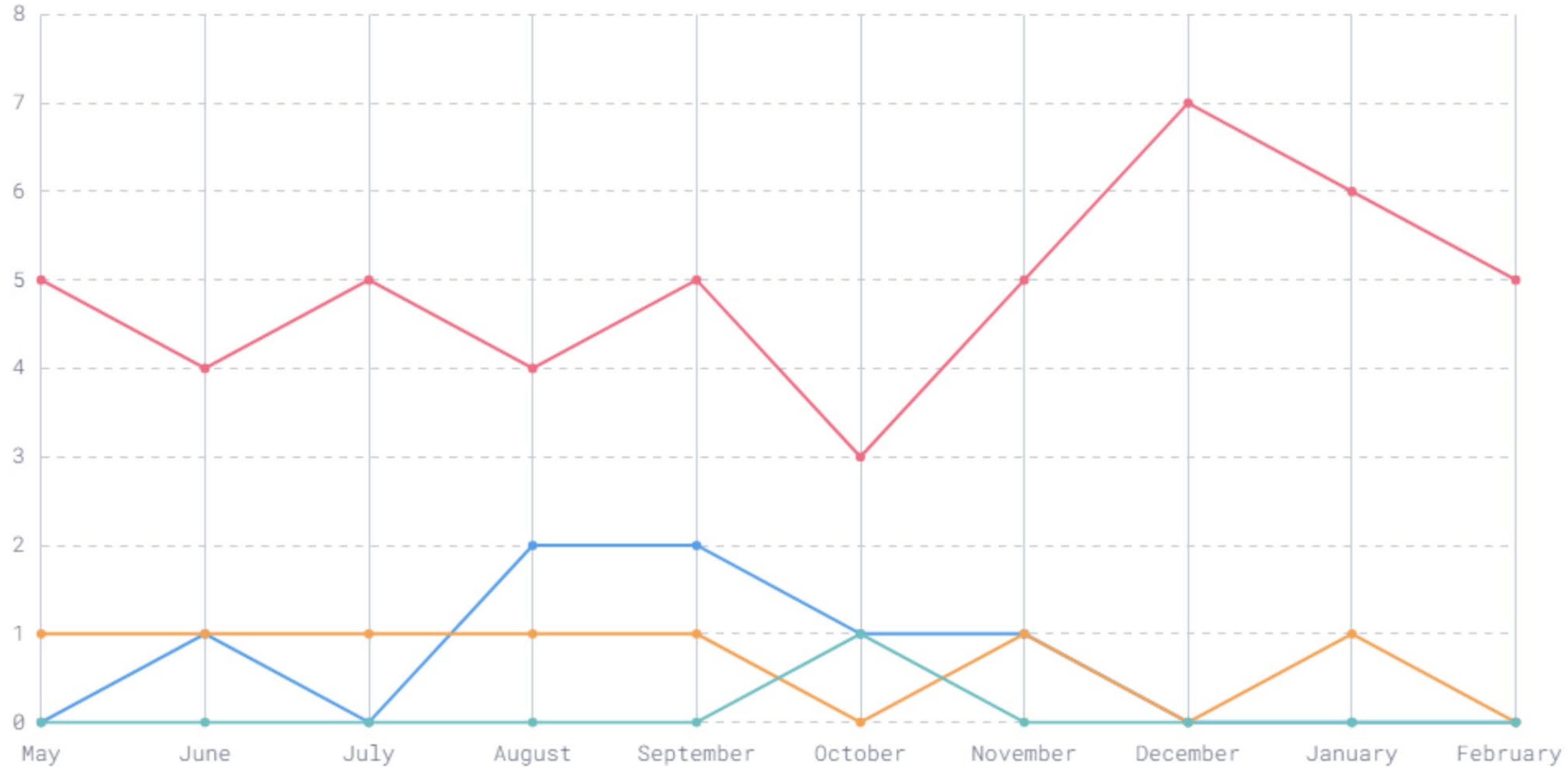
- Federal and State revenues are under budget through January due to timing of operating reimbursements and gas tax disbursements.
- Other Revenues are under budget through January due partially to the timing of some reimbursements.
- Salaries and Benefits are under budget through January, though we expect them to be closer to budgeted amounts with the execution of the 618 contract.
- While Contract Services overall are under budget through January, we are monitoring taxi service costs as demand for the Rlde program increases.

# PILOT PROGRAM RECAP

- RIPTA managed a 3-month multifamily residential pilot program from Dec. 2025—Feb. 2026 as a learning opportunity.
- Funded through the Executive Climate Change Coordinating Council (EC4), the pilot aimed to encourage mode shift in communities well-served by public transit.
- Multifamily residential property managers with 10+ units near bus routes were invited to apply on a rolling basis.
- 19 properties participated altogether: 10 started in December and 9 were added in January.
- These properties used new institutional Wave accounts to load free monthly passes onto Wave cards through Feb. 2026.
- Communities included Newport, North Kingstown, Pawtucket, Providence, Wakefield, Warwick, and Woonsocket.
- By Feb. 2026, the last month of the pilot, 865 residents had free monthly passes loaded onto Wave cards.
- Over the 3-month pilot, participating residents took 12,183 trips.
- Of the 22 participants who responded to a survey:
  - 14 do not have access to a car
  - 18 rode RIPTA before the pilot
  - All are likely to continue riding after the pilot, including 17 who are extremely likely.

# SAFETY EVENTS

Physical Assault Non-Physical Assault Major Non-Major



The NTD criteria for **S&S-40** (Major Event) reporting include any safety or security event that meets the definition of a major event AND at least one of the following reporting thresholds: a confirmed fatality, an injury requiring transport from the scene, estimated property damage of at least \$25,000., an evacuation for life safety reasons, or a collision requiring a vehicle to be towed away.

The NTD **S&S-50** (Non-Major Monthly Summary Report) requires transit agencies to report safety and security events that do not meet the major event threshold. This includes a monthly summary of non-major incidents like slips, falls, and non-major fires, as well as injuries that occurred within the reporting month.



## **MEMORANDUM**

To: Board of Directors, Rhode Island Public Transit Authority  
From: Christopher Durand, CEO, Rhode Island Public Transit Authority  
Date: February 25, 2026  
Re: Strategic Update

Members of the Board,

In the coming months, RIPTA management will be discussing several important topics that the Board may be asked to vote on. In advance, we want to introduce these topics and begin ensuring that the Board and members of the community have the information necessary to understand these major decision points.

Many of these initiatives are recommendations from the efficiency study. These are not simply austerity measures; they are steps toward expanding service, particularly along our fixed-route lines, in accordance with the state's transit master plan.

### Strategic Plan Update

With the efficiency study complete, and as we implement its recommendations to ensure long-term financial success in support of our mission, we have officially begun the process of updating our strategic plan.

The goal is to revisit and confirm the agency's Vision and Mission, and to establish values, goals and strategies that address known challenges and guide activities and programs over the next five years. RIPTA has developed an approach to this project that will ensure coordination across departments, senior staff, employees, and the Board of Directors.

The final product will include an action plan with prioritized near-term, mid-term and long-term implementation strategies and will identify lead staff and needed resources. A draft of this plan will be reviewed with the Board of Directors before finalization. RIPTA staff will also work with board members throughout this process to incorporate ideas and feedback.

### Fare Study & Policy

While the efficiency study did not specifically recommend a fare increase to address the fiscal cliff, it provided suggestions related to fare strategy that could help ensure that fare revenues are in line with operating expenses in a way that allows RIPTA to sustain and improve its services.

The efficiency study also recommended a deeper analysis of fare revenues and RIPTA has been doing that work over the past few months. While we continue toward completion of this analysis, some suggestions have started to emerge that we are looking to implement as soon as possible.

### Initial Strategy

RIPTA's cash collections are high (25% of fare revenue), which makes smaller fare adjustments problematic. With the current base fare at \$2.00, a \$0.10 or \$0.25 incremental increase would result in a substantial increase in coins collected. This poses a concern around longer boarding times, as well as both operational and maintenance concerns associated with a much higher volume of coin usage, with approximately 25% of boardings requiring coins.

RIPTA will take steps to incentivize riders to transition to the Wave smart fare system. In order to accomplish this, RIPTA will eliminate the current \$5.00 card acquisition fee, increase awareness of the benefits of using Wave (including fare capping and stored value protection) through marketing efforts, and deploy fare collection via open payment across the fleet.

The Board approved a modification to the fare collection contract with INIT earlier this month, and we have already engaged the company and a new payment processor to expedite the rollout of an open payment system.

The goal of these steps is to reduce the amount of fares paid with cash and make it easier to implement smaller increases more often, as opposed to large increases that place substantial burdens on riders and lead to significant negative impacts on ridership.

To positively impact fare revenue as soon as possible, RIPTA is prioritizing a reduction in cash payments, continuing to focus on developing new fare partnerships, and revising existing partnership agreements to align with revenue targets for FY 2026. Once the fare study is completed, the findings will be presented to the board for further discussion.

### Evaluate Flex Service Structure

Flex Service brings a public transportation option to areas with limited fixed-route service. The name Flex is short for flexible because it allows passengers to choose their own pick-up and drop-off points within a designated Flex Zone, with 24-hour advanced reservations. Currently Flex service is offered in six zones covering portions of the towns of Burrillville, Coventry, Middletown, Narragansett, Newport, South Kingstown, Westerly, West Warwick, and Woonsocket. The fare structure for Flex is the same as RIPTA's fixed-route bus service.

In 2024 RIPTA began piloting on-demand technology within the Narragansett Flex Zone. This technology allows for on-demand trip requests using a mobile app. This has proven to be an improved service for riders, providing more flexibility in travel, easier booking, and access to more trip information. The technology is also an effective tool for gauging demand and will help inform decisions around future fixed-route service investments. As a result of the

Narragansett pilot's success, RIPTA is preparing to transition additional zones to an on-demand model in the coming weeks.

With regard to Flex service, the efficiency study noted that technology enhancements such as the pilot on-demand scheduling software should increase efficiency by reducing the amount of time vehicles operate without passengers. The study also suggested that zones should be reevaluated for size and structure as they are upgraded to on-demand service.

To date, the deployment of on-demand technology in the Narragansett Flex zone has succeeded as predicted by the efficiency study: we have seen measurable ridership increases without a change in operational resources. Based on this success we are expanding the pilot to three additional Flex zones and continuing to research technology options for both Flex and Ride (see following section). We will also evaluate Flex zone boundaries to determine if changes are warranted.

### [Ride Program](#)

With the Rhode Island General Assembly's requirement that RIPTA expand the Ride paratransit program statewide, beyond ADA service area requirements, it is important to manage capacity and strengthen controls around program participation to protect the system's intended users. The [Ride Anywhere Pilot Evaluation Study](#), completed in May 2025, recommends several adjustments to ensure that the program remains sustainable, effective, and responsive to customers.

Prior to the March Board of Directors meeting, RIPTA will issue a Request for Information (RFI) to solicit market input on new technology solutions to improve scheduling and service delivery, including passenger-facing interfaces. RIPTA will also seek input from riders to help inform decisions regarding the technology utilized to support the Ride program.

RIPTA will also review recommendations identified in the evaluation study related to verification, fare structures, and other aspects of service delivery to ensure we are efficiently aligning service capacity with potential demand. Best practices include functional assessments to determine eligibility and requalification of existing program participants.

Christopher Durand,  
Chief Executive Officer

**RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM**

|                     |                          |                    |                   |
|---------------------|--------------------------|--------------------|-------------------|
| <b>TO:</b>          | RIPTA Board of Directors | <b>DATE:</b>       | 02/17/2026        |
| <b>PREPARED BY:</b> | Zach Agush               | <b>DEPARTMENT:</b> | Finance/Data Team |

**TITLE :** Cloud Based Transit Data Platform

The Board of Directors is requested to award a 5-year (initial 1yr with 4 one-year options) contract to Swiftly, a SaaS cloud-based transit analytics platform. The total cost should all 5 years be exercised, is \$1,663,275. This contract will provide an agency-wide software license, for the following modules: live operations, enhanced real time passenger information, GPS playback, on-time performance and runtime analytics.

**BACKGROUND**

RIPTA currently relies on information from the Conduent CAD/AVL system, a system that monitors on-board dispatch and vehicle locations on all our buses, for a significant amount of operations data and monitoring. However, there are gaps in live data since this system uses geofencing technology to determine bus locations and staff time is required to extract, organize, analyze, and disseminate information to departments across the agency. Since this information is directly accessible by a small number of individuals, this may cause delays in proactive decision-making, inaccurate real time information to passengers, or present incomplete data for operational staff to review present and historical information to make efficient adjustments to service that benefits riders and improve operator work.

Transit agency uptake of cloud-based and machine learning systems has progressed significantly over the last five years, from large to small agencies, to inform decision making. Planning staff have spoken with numerous agencies about their acquisitions and the outcomes they've seen, all beneficial to informative discussion and positive returns on investment.

RIPTA management has made it a priority to make a strategic investment in improving the quality and availability of data, both internally and externally; both to help address some existing shortfalls with the current setup while leveraging innovations that are now industry standard.

An RFP was issued on October 24, 2025 with an initial deadline of November 25, 2025. The deadline was extended to December 19 to give potential respondents more time to compose detailed proposals. RIPTA received 3 proposals. The evaluation committee performed an initial review on January 22, 2026 and transmitted questions to the vendors which were received on February 11, 2026. The committee reconvened on February 13, 2026 during which they made the decision to present Swiftly's proposal before the Board for their consideration and approval.

**JUSTIFICATION**

Swiftly is the leading transit data platform for agencies to share real-time passenger info, manage day-to-day operations, and improve service performance. The vendor currently works with over 200 transit agencies worldwide, including 50 of the largest providers in the country such as the MBTA, MTA New York, and LA Metro or peers like CapMetro, IndyGo, and CTtransit.

This platform enhances RIPTA's own data such as CAD/AVL, GTFS, onboard hardware, and using its algorithms - analyze millions of data points concurrently - to present information through intuitive visualizations and gives staff the ability to look at data at all levels of granularity, down to the stop level. Information from the platform is pushed over GTFS presenting riders more definitive ETAs, and allows staff to collaborate and make decisions using a singular point of reference and clarity.

Swiftly was directly called out in the Operational Efficiency Study as a platform RIPTA should utilize in day-to-day operations to optimize service and improve the passenger experience. Though the presented cost is steep, it will enable RIPTA to take full advantage quickly and utilize findings to address immediate issues and plan for the long term.



**RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM**

**TO:** RIPTA Board of Directors
**DATE:** 02/17/2026  
**PREPARED BY:** Zach Agush
**DEPARTMENT:** Finance/Data Team

**FUNDING**

RIPTA will use federal funding for 80% of the cost, with 20% coming from RIPTA operating funds.

**ALTERNATIVES**

No approval of the contract will maintain the status quo, requiring RIPTA to dedicate limited data staff and resources and higher levels of funding to Conduent to construct a similar solution, which may take multiple years.

**RECOMMENDATION**

Staff recommends entering into the contract with Swiftly, for a total cost of \$1,663,275 over a five-year period.

**APPROVALS (shaded Departments must approve all Staff Summaries). Projects between \$5,000 and \$10,000 must have Department Director/AGM. Projects between \$10,000 and \$100,000 must have CEO also. Projects greater than \$100,000 must also have Board of Directors Approval**

| Department           | Initial     | Date       | Department           | Initial     | Date       |
|----------------------|-------------|------------|----------------------|-------------|------------|
| Budget/Finance       | [Signature] | 02/25/2026 | Maintenance/Facility | D           |            |
| Customer Service     | D           |            | Marketing            | D           |            |
| Environmental/Safety | D           |            | Planning             | D           |            |
| Project Management   | D           |            | Procurement          | [Signature] | 02/25/2026 |
| Flex/Paratransit     | D           |            | Security             | D           |            |
| Human Resources      | D           |            | Training             | D           |            |
| Inform. Services     | D           |            | Transportation       | D           | 02/25/2026 |
| Legal/Risk Mgmt      | D           |            | Chief Exec. Officer  | [Signature] |            |

**RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM**
**TO:** RIPTA Board of Directors

**DATE:** 03/18/2026

**PREPARED BY:** James Canty, Deputy Chief Projects & Facilities

**DEPARTMENT:** Project Management

**TITLE :** Amendment to Contract 25-17 Snow/Ice Removal at Bus Shelters

The RIPTA Board of Directors is requested to approve an Amendment to Contract 25-17 with Northern Landscape Corporation (NLC) for Snow/Ice Removal at Bus Shelters around the state. This contract was awarded in October of 2025 in the amount of \$90,000 per year, for a total of 5 years; years 2-5 to be exercised at the discretion of the Authority. This request is to increase the contract for year one from \$90,000.00 to \$175,000.00 to account for this winter's historic Blizzard of 2026. The remaining four option years would be re-averaged to an approved amount of up to \$107,000 per year.

**BACKGROUND**

On October 31, 2025 a contract was awarded to Northern Landscape Corporation of Chepachet RI to remove snow and/or treat ice accumulation at 298 Bus Shelters within the state of Rhode Island. This was done through the RFP process. Three companies submitted proposals and NLC was selected based on a lowest cost price proposal of \$30.00 per shelter/per cleaning.

Two major snow storms, at the end of January and the end of February required multiple trips by NLC during the storms and additional trips after the storm as the bus shelters were impacted by late/follow-up plowing of streets and sidewalks that push snow back into the cleaned out shelters. Additionally there were 4 events to sand/salt ice accumulation after freezing rain and sleet events during usually cold periods.

**JUSTIFICATION**

Although in line with previous years, the current award amount of \$90,000 was found to be inadequate to cover the required amount of work due to an unusually cold and snowy winter season in Rhode Island.

**RHODE ISLAND PUBLIC TRANSIT AUTHORITY STAFF SUMMARY FORM**

**TO:**  **DATE:**   
**PREPARED BY:**  **DEPARTMENT:**

**FUNDING**

Funding for this contract is 80% federal and 20% operating.


**ALTERNATIVES**

The alternative to this is to have RIPTA Building and Grounds staff shovel out shelters around the state, after they have completed the snow removal at the 8 passenger, bus and administrative facilities. This would delay completion of shelters by several days putting our passengers at risk, and complicating the snow removal by snow being packed down and additional freezing.

**RECOMMENDATION**

RIPTA Staff recommend that the RIPTA Board of Directors approve this contract Amendment.

**APPROVALS (shaded Departments must approve all Staff Summaries). Projects between \$5,000 and \$10,000 must have Department Director/AGM. Projects between \$10,000 and \$100,000 must have CEO also. Projects greater than \$100,000 must also have Board of Directors Approval**

| Department           | Initial                | Date                                    | Department           | Initial  | Date                 |
|----------------------|------------------------|---|----------------------|--|----------------------|
| Budget/Finance       | <i>nw</i>              | 03/20/2026                              | Maintenance/Facility | <input type="text"/>   | <input type="text"/> |
| Customer Service     | <input type="text"/>   | <input type="text" value="03/19/2026"/> | Marketing            | <input type="text"/>   | <input type="text"/> |
| Environmental/Safety | <input type="text"/>   | <input type="text"/>                    | Planning             | <input type="text"/>   | <input type="text"/> |
| Project Management   | <i>JC</i><br><i>JC</i> | 03/19/2026                              | Procurement          | <i>SL</i>  | 03/19/2026           |
| Flex/Paratransit     | <input type="text"/>   | <input type="text"/>                    | Security             | <input type="text"/>   | <input type="text"/> |
| Human Resources      | <input type="text"/>   | <input type="text"/>                    | Training             | <input type="text"/>   | <input type="text"/> |
| Inform. Services     | <input type="text"/>   | <input type="text"/>                    | Transportation       | <input type="text"/>   | <input type="text"/> |
| Legal/Risk Mgmt      | <input type="text"/>   | <input type="text"/>                    | Chief Exec. Officer  | <br><small>Christopher Durand</small> | 03/23/2026           |